



**THIS DOCUMENT INTENTIONALLY CONSISTS of FOUR (4) PAGES**

1. Page 1 – this page
2. Page 2 – RMA FORM
3. Page 3 – CUSTOMER`S DECLARATION
4. Page 2 – PARCEL STICKER

**INSTRUCTIONS – step by step:**

1. Print RMA FORM (from 2<sup>nd</sup> to 4<sup>th</sup> page) and fill all necessary fields;
2. Your signature at page 3 is essential and necessary
3. Pack safely Your device along with filled RMA form; stick to parcel LABEL from page 4
4. Send broken device

<b>Company name</b>	Przemyslaw Krawczyk
<b>Street</b>	BUKOWA
<b>House No.</b>	18
<b>Post Code</b>	42-610
<b>City</b>	Miasteczko Slaskie
<b>Country</b>	Poland / Polska

5. After postage, mail me ( [lotharek@lotharek.pl](mailto:lotharek@lotharek.pl)) information: tracking, courier.
6. Failing to any of above for sure will not speed up delivery/repair/etc.

**DO NOT DECLARE ANY VALUE or INSURANCE (CN22)  
if You send from outside Europe Union. We want to avoid unnecessary customs costs**

**PLEASE STICK TO PARCEL LABEL from page 4 !**



**RMA FORM**

**Customer data:**

First name

Last name

e-mail

Alt. mail

**Product data**

Product ID/NAME

Date of purchase

Order Number

More purchase  
details

Description of  
problem

**I have read and fully understood the following statements:**

- All products sold are subject of 24months warranty time for end user; 12 months warranty time for company purchase
- Warranty excludes:
  - mechanical damages
  - devices modified by users (hardware of software mods)
  - all ATARI upgrades need soldering
  - Hydra family NCS2564 chip replacements due to wrong usage
- If Your device is broken, I`m happy to repair it or replace it with new one, if You haven`t breached the above rule
- Devices breaching the "MOD RULE" or mechanical damaged, are subject of paid repairs, individually agreed:
  - cost of parts used
  - postage back
  - work hour (30E/hour)
- All inspections of received devices are video-recorded - from opening the parcel untill device being tested
- Movies are shared on Youtube/OneDrive/ sent by mail
- If video clearly shows, there is no defect in supplied hardware, You will be charged with following costs:
  - postage back
  - cost of labor (30E/hour)
  - minimum charge is 15 E ( 1/2 hour)

Date

Signature

**Please, print and stick to parcel:**

**Receiver / Adresat:**

Przemysław Krawczyk

Bukowa 18

42-610 Miasteczko Śląskie

Poland / POLSKA

Tel: 516 327 187

Zawartość: zepsute urządzenia, wartość poniżej 10Euro

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**PLEASE STICK ABOVE LABEL TO PARCEL !!**