Stork DRIVES

Instructions RMA request form

This is a guide how to fill out our RMA form, from top to bottom. The form is in PDF format that could be filled out and saved.

It's preferred if the form is filled out digitally and mailed to customerservice@storkdrives.com.

If you have your own documentation that can provide the required data, it's ok to use that instead. A printed copy of the RMA request form and/or your own documentation should always be included with the return shipment of material.

Start by filling out Customer data, this is self-explaining, and no further instructions needed.

Fill out Product data:

Stork Drives part number is the part number on our delivery note/order confirmation and could often be the same part number stamped on the motor units from maxon. Please refer to documentation from when the unit was delivered.

Production code is the batch or date code on the motor unit.

For **maxon** products it looks like this:

Printed Shop Order Number on the motor

Printed number on CTO products is the production ID.
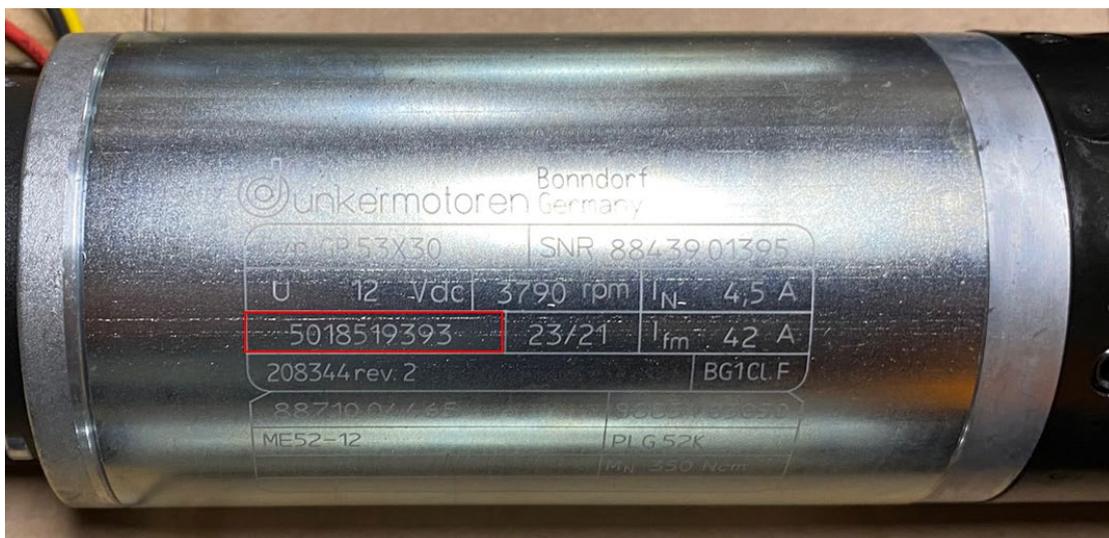
For **Dunker** products:

Date code [WW/YY]

For **Haydon** products:

Date code [YY/WW]

Serial number, usually only on products from Dunkermotoren.

Select Return Reason.

Fill out Operating Data, what ever information you have available can be helpful.

Fill out Failure Description as detailed as possible, what do you claim have been out of specification when the unit was delivered and/or other information such as application description that can be useful to understand the problem.

Fill out the Potentially Contamination part.

Make selection what to do with the material if repair is not possible, please note that transport costs will be charged for return of defect material.

Note that above only refer to material from our main manufacturers, if the material is from other manufacturers or a combination between manufacturers please do your best fill out the form and skip the parts that you can't fill out and use the Failure Description part to give further details if needed.

Thanks for your support!