LX500e/RX500e Packing Instructions

Please retain all packaging materials!

Before shipping, the product must be packed properly to avoid damage. Any damage due to improper packaging is not covered under warranty. **Damages caused by improper packaging will be charged.**

Prepare unit and accessories for shipping

Preparing the unit:

To prepare your label printer for shipping, please remove the label roll. Please do not remove the ink cartridge.

- Open the cover. Make sure the robotic is in the transport position (cartridge robotic will dock on the left side)

- Place the transport security as shown

- Close the cover

- Fix the cover with tape in the front.

- Use the original packaging for the best protection

Watch our Packing Video Tutorial at:
packing.dtm-print.eu

Use the original packaging for the best protection

What about accessories?

For a quick handling please include all accessories (cables, power cords, power adapters, media (if the problem is related to it), cartridge) if available.

Any documents?

Please add the original failure description into the packaging. A printout of the email history should be included.

Shipping:

Please write the RMA number on the outside of the package.

Use the address below. Freight forward sent goods will not be accepted.

DTM Print GmbH
Support
Mainzer Strasse 131
65187 Wiesbaden
Germany

Further process:

Every incoming package will be identified by its **RMA number.** After repairment, the unit will be sent back to the recipient who contacted us for the RMA number. Amendments, such as change of shipping address, should be sent immediately.

The repair duration is approx. **5-12 working days.**

Thank you for your understanding.

Feel free to contact us at any time for questions regarding the packing instructions. We're available via email at *support@dtm-print.eu*, by phone at +49 611 92777-0 or use the live chat on our website *dtm-print.eu*.