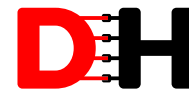


Projekt: RMA Verfahren
Project: RMA procedure



ELECTRONICS

www.dh-electronics.de

Return Material Authorisation

RMA #

Date:

DH electronics GmbH

Am Anger 8

D-83346 Bergen

E-Mail: rma@dh-electronics.de

Internet: www.dh-electronics.de/rma.htm

Mr Hächl, DW – 70

Tel.: +49 (0) 8662/4882 – 70

Fax: +49 (0) 8662/4882 – 99

To be completed by our business partners:

Sender

Company:

Street:

Country/ZIP/city:

Customer no.:

Telephone:

E-mail:

Contact person

Fax:

Please address all queries exclusively to Mr Hächl!

If you are returning goods for repair/repair under guarantee, please enclose a **detailed error description**. This will accelerate the procedure considerably. The average repair processing time is **20** working days and we attend to replacement or return deliveries as quickly as possible. **Please note:** If the assembly/assemblies are damaged by external factors (incorrect connection, mechanical damage), your guarantee claim will be invalid!

Quantity	Serial no.	Article no.	Your repair no.	Detailed error description

Reason for return:

Repair

Modification

Return (e.g. with lending arrangement)

Examination / analysis

Guarantee

☐☐☐☐☐

Processing by DH staff:

Return Material Authorisation

Guideline for complaints procedure

1. Issuing a complaint number

We ask you to request a complaint number for every returned goods consignment. Unfortunately, for technical reasons, it is impossible to process the case without a complaint number. The completed complaint form should be sent to us by fax or e-mail **before** the goods are sent (see front side for fax no. and e-mail address). It is important to give a brief error description which is as specific as possible as you can reduce repair time considerably in this way. Terms like "defective" are not sufficiently informative. You will then receive a complaint number straight away. To carry out a guarantee check beforehand we require the serial number(s) for the assembly/assemblies. You will also find this complaint form on the internet at: www.dh-electronics.de/rma.htm

2. Loss of entitlement under guarantee

In the case of mechanical damage, e.g. breakage, tearing, denting, scratching etc. or damage caused by overload, all guarantee entitlement ceases if the problem originated after transfer of the goods! In the case of an unjustified complaint the return carriage for the goods to which your complaint relates is chargeable.

3. Returning goods for repair

- It is essential that the **fully completed** complaint form be enclosed with the goods. Otherwise the case cannot be processed.
- Please do **not** write the complaint number on the original product packaging.
- Please show the complaint number on the **outside** of the package where it is well visible.
- Do not forget to place the complaint number on the return note.
- Please make absolutely certain that you state the **serial number**. Otherwise no processing is possible.
- Return consignments without **detailed error description** cannot be processed – terms like "defective" are not sufficiently informative.
- The goods for repair must be packed correctly, taking into account the **ESD guidelines (see 5.)**. **Transport damage** must be claimed from the delivery agent.
- Goods or returns sent with carriage unpaid will not be accepted by us.
- Simply place the complaint form in a standard business window envelope as delivery note.

4. Return/consignment for inspection

In certain cases it may be necessary to return goods to us for examination or to send external hardware to us. This is normally done by arrangement with a member of our technical support staff. In such a case please place a cross in the examination/analysis box and, if possible, state the name of the relevant member of staff. This procedure prevents misdirection of consignments and reduces processing time. If the problem to be investigated did not originate through the fault of DH electronics GmbH, we reserve the right to make a charge for the expense incurred.

5. ESD protection

Please send products in the original packaging if possible. If this is not possible, we expect similar packaging that prevents transport damage. In the case of electrostatic-sensitive products, ESD protective packaging in accordance with IEC/TS61340-5-1 is required. If packaging for returned goods does not meet our specifications the guarantee shall immediately become invalid because we cannot exclude the possibility that damage has been caused by return transport.

6. Possible costs

- For goods returned to us from incorrect orders on your part (or similar) we charge of processing fee of **EUR 40 plus transport costs and VAT**.
- For goods returned to us which show no fault despite detailed tests we charge a fixed test fee of **EUR 80 plus transport costs and VAT** or our suppliers will charge you the fixed test fee.