

## RMA PROCESS GUIDELINE

Dear Sir or Madam,

our main goals are, getting your defective or damaged product back in operation again as soon as possible and also getting it again into functioning reliability for a long time.

For getting a smooth repair process, you may support us by providing detailed data.

Thus please take a few minutes reading this guideline.  
Thank you for your understanding and supporting us in advance!

### RMA ORDER ENQUIRY-/ CONFIRMATION

Please issue a RMA request onto [rma@eepd.de](mailto:rma@eepd.de)

#### Required Informations:

1. Registered company name
2. Your EEPD Customer ID
3. Counterpart, telephone number, e-mail adress
4. Delivery address (*if differing to your office adress*)
5. Billing adress (*if differing to your office adress*)
6. Your Reference number (*PO-/ Rejection notification number*)
  - a. ***In case of specific company PO-number please read our Additional Guideline Rules.***
7. Manufacturer serial number for each single product
8. Detailed error or problem description
9. Conditions at the time of failure:
  - a. receiving department - test bay - assembly - final/production test
  - b. operating /testing conditions
  - c. environmental and climate conditions
  - d. burn-in conditions
  - e. periphery and equipment used (Power-supply, Graphics card, Network and so on)
  - f. operating time until device failure
  - g. instant of failure

Having received your request our team will check data and failure/problem description.

After approval the request you will get a RMA order confirmation within a 24 hours.

Public holidays, Sundays and weekends are except of the 24 hour rule.

Processing RMA-issues is generally interrupted during these periodes and will be resumed the next working day.

## DELIVERY AND LOAD

1. For shipment of goods please use a packaging according to the current valid ESD guidelines.
2. Ensure a safe transport outer packing.
3. Insure your returns according value of goods.
4. Paste your delivery note visible on to the outer packing.
5. Item the RMA order number (e.g. RMA 44156/12358) you have received, legibly on the outer packing.
6. Item the RMA order number as well as standard accessory (memory, cable etc.) in the delivery note.
7. RMA-/Return-goods have to arrive EEPD incoming within five working days from date of issue the RMA-confirmation.
  - *The earlier the goods will arrive, the faster we can process them.*
8. Inform us in case that shipping will be delayed, immediately.
9. Insufficient packaged goods/deliveries will be refused immediately and rejected at the expenses of sender.
10. **NOTE:** Please RETURN any RMA-goods CARRIAGE-PAID and CUSTOMS/DUTY-FREE, without exception!
  - *The sender has to bear the fully delivery costs.*

## DEADLINES AND CONDITIONS

1. RMA order confirmation validity expires within a 30 calendar days from date of RMA order confirmation. Thus RMA- goods must be delivered within the period of 30 calendar days. Otherwise you must reply a new RMA.
2. Upon acceptance of RMA confirmation you agree that inspection, investigation and repairing of your returns, which do not correspond to our terms and conditions or rather to the contractual agreed conditions, will be invoiced on time and material based effort.
3. Returns are accepted only with a valid RMA order number, invariably.
4. Goods, which manufacturer serial-number label is scratched, unreadable or removed will be rejected at the expenses of sender.

## POTENTIAL EXPENSES

1. In case of "*no failure*" as also "*operator error*" or similar cases, you will be charged with analysis-expenses by time and effort. *In all this cases the warranty-terms are ineffectively.*
2. Investigation/repair effort will be charged based on flat-rate unit (**1AW = 15Min.**).
3. In case of third party fault as also in case of expired warranty-time a cost estimation will be issued and forwarded to you.
4. Fixing software-failures caused by third party fault, will be charged by time and effort and **without** cost estimation.
5. In case of a third party fault as also in case of expired warranty-time root cause analysis or rather a 8D-Report must be commissioned separately. Therfor any arising expenses will be charged based on time and effort.
6. Spare parts up to **EUR 30,00.- n.n.** (consumables, battery, temperature indicator, labels, etc.) required for restoration the last valid product delivery status will be invoiced without cost-estimation.
7. Generally a cost estimation allow to choose between three options:
  - a. Repair as per report and cost estimation
  - b. Non repair but return without any further actions
  - c. Scrap at EEPD

### **Note:**

*If repair isn't possible caused on technical base, heavy damages or obsolet or rather no more available material, option "a" will not be offered to choose.*

*In case of refusal a repair as to cost estimation, you will be fee charged as follows:*

- EUR 98,50.- n.n. return without repair/rework
  - \*For return-shiping to beyond EU-borders (Non EU-Countries) additional costs may raise.*
- EUR 62,25.- n.n. including disposal via EEPD by a certified disposal company.

## RETURN SHIPMENT

1. Find a temporary return delivery date in the RMA order confirmation.
2. In case of a foreseeable delay of reshipment, we will keep you informed, immediately.
3. The goods will be reshipped carriage free (*presupposed you have shipped carriage free to EEPD*).

In case of questions concerning your RMA please indicate the corresponding RMA order number, generally.

Find this guideline also on <https://www.eepd.de/en/support/rma-guide/>

With best regards,  
Your E.E.P.D. Service department