

## CLAIMS PROCESSING / RMA PROCEDURE

[RETURN MATERIAL AUTHORIZATION]

**RMA-NUMBER:**

**R**                  -                     

Dear Customer,

We regret to learn that your product needs to be returned. To ensure the quickest possible repair/replacement of your product, we request that you kindly follow the RMA process described below.

1. To request an RMA-number, please complete the form below and email it to us.
2. We will return the form to you with an RMA number.
3. Please include a copy of the form with the RMA number along with the product.
4. Please make sure the RMA number is clearly visible on the return package.
5. Please ship the package to the following address:

**Ergoneers GmbH**  
**Reparaturen**  
**Gewerbering 16**  
**82544 Egling**  
**Germany**

6. If the repair falls outside the period or scope of warranty, we will send you a cost estimate.
7. Once we receive your approval to proceed based on the cost estimate, we will perform the necessary repairs and send the product back to you. In case of repairs under warranty, the product will be repaired and returned without a cost estimate and approval.

Best regards  
Ergoneers Support Team

# RMA TERMS & CONDITIONS

- An RMA number must be obtained before returning defective products. Ergoneers reserves the right to decline repair and return any packages without an RMA number.
- Delivery of returned goods does not automatically guarantee repair. Repair will only be confirmed after inspection of the product and a final review of the complaint.
- Delivery of the defective product must be paid by the shipper. Ergoneers reserves the right to refuse to pay for delivery.
- Shipments must be professionally packaged, i.e. packaging must be the same as or similar to the original packaging.
- Articles not included in the original scope of supply (e.g. storage media, sensors, etc.) must be removed from the device before return unless otherwise specified by Ergoneers. We assume no liability in case of loss of parts/accessories which do not belong to the standard equipment.
- All device passwords must be reset and data stored on the device must be backed up before return. Confidential data must be backed up and deleted from the device before return.
- Should the customer refuse repair based on the cost estimate, Ergoneers will return the device and bill the customer for diagnostics costs (a flat-fee of 90 EUR) plus transportation costs. Should the customer accept the repair based on the cost estimate, the costs incurred up to that date will be charged with the repair.
- For deliveries to countries outside the EU, any additional costs (e.g. customs clearance, duties, taxes, etc.) shall be borne by the customer.
- The time for repair may take up to 4 weeks.
- The RMA terms and conditions and standard Ergoneers GmbH terms and conditions apply upon submission of the RMA request via e-mail.
- Exchange/Replacement:

In case of advance replacement, the customer receives a replacement device before Ergoneers has received the defective device. The replacement device will be delivered without accessories. The defective device must be returned without any accessories (cables, lenses, etc.) unless specified by Ergoneers.

- The defective device must be delivered to Ergoneers within 10 business days after delivery of the replacement device. The RMA number must be clearly visible on the package.
- For repairs under warranty, the defective device must be sent back in a condition conforming to the terms of the warranty.
- The defective device must be consistent with the information provided in the RMA form.

In case of a violation of one or more of the above terms, Ergoneers GmbH reserves the right to bill the customer for the value of the replacement device.

- Loaner during Repair:

In case of a loaner during the period of repair, a loaner device will be provided to the customer. Loaner devices will be delivered without accessories. The defective device must be returned without any accessories (cables, lenses, etc.) unless specified by Ergoneers.
- The loaner device is exclusively provided for the duration of the repair.
- The defective device must be delivered to Ergoneers within 10 business days after delivery of the loaner device. The RMA number must be clearly visible on the package.
- For repairs under warranty, the defective device must be sent back in a condition conforming to the terms of the warranty.
- The defective device must be consistent with the information provided in the RMA form.
- The loaner device must be delivered to Ergoneers within 10 business days after delivery of the repaired device. The RMA number must be clearly visible on the package.

In case of a violation of one or more of the above terms, Ergoneers GmbH reserves the right to bill the customer for the value of the loaner device.

## CUSTOMER DETAILS

Customer No.

### CUSTOMER

Company	<input type="text"/>	Department	<input type="text"/>
Contact	<input type="text"/>	Country	<input type="text"/>
Street / No.	<input type="text"/>	E-Mail	<input type="text"/>
Zip / loc.	<input type="text"/>	Phone	<input type="text"/>

### SHIPPING ADDRESS

Company	<input type="text"/>	Department	<input type="text"/>
Contact	<input type="text"/>	Country	<input type="text"/>
Street / No.	<input type="text"/>	E-Mail	<input type="text"/>
Zip / loc.	<input type="text"/>	Phone	<input type="text"/>

### BILLING ADDRESS (IF DIFFERENT)

Company	<input type="text"/>	Department	<input type="text"/>
Contact	<input type="text"/>	Country	<input type="text"/>
Street / No.	<input type="text"/>	E-Mail	<input type="text"/>
Zip / loc.	<input type="text"/>	Phone	<input type="text"/>

## ORDER DETAILS

### PURCHASE DATE

Invoice No.  Invoice Date

### REASON FOR RMA

- Repair
- Incorrect delivery
- Repeated repair
- Dead on Arrival

### REPAIR COSTS

- Repair within warranty
- Cost estimate required
- Repair without cost estimate up to an amount of EUR

# PRODUCT DETAILS

Please fill in the fields for each device returned. Thorough and precise information enables fast processing and helps avoid communication delays. The \* marked fields are mandatory for processing the repair.

## POSITION 1

Category	
Product name*	
Serial number	
Other (e.g. passwords)	
Error description*	

## POSITION 2

Category	
Product name*	
Serial number	
Other (e.g. passwords)	
Error description*	

## POSITION 3

Category	
Product name*	
Serial number	
Other (e.g. passwords)	
Error description*	

Date	
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