

## Conditions for return of materials (RMA - procedure)

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Dear customer,

For improving the handling for return of defective materials please take note of this RMA-form, as well as of the below-mentioned conditions for return of materials.

### **Please verify the following points before returning any unit / system to SCHAEFER:**

- Do you have the appropriate documentation package accompanying this unit / system?
- Is the unit / system connected in accordance with the details in the appropriate documentation?
- What are the recorded input / output parameters?
- Is the environment in which the unit / system operates in accordance with the appropriate documentation?
- Has the unit / system functioned prior to the need to return it to SCHAEFER?

### **For future complaints please refer to the following conditions:**

- Please advise your complaint with completed RMA-form to the following fax no. +49(0)7841 / 2052-52 or by E-mail to [mail@schaeferpowers.de](mailto:mail@schaeferpowers.de) and ask for RMA-no.
- Please enclose the completed RMA-form when RMA-number has been received with detailed description of failure and operating conditions in your application to your return of material (please don't use general statements).
- Please write the RMA-number in big letters clear visible down on the parcel when returning a unit/ system to SCHAEFER.

### **Important!**

- Damages of transport need to be advised immediately after receipt of goods!
- Please return the defective goods in original or equivalent packages.
- The grant of a RMA-number doesn't mean necessarily the acceptance of a warranty or rather a guarantee case.

### **Attention! No guarantee, if:**

- Goods had been damaged during return caused by improper packing.
- Products with mechanical damages. Therefore please control packages and goods carefully immediately after receipt and advise mechanical damages immediately without any delay!
- Manipulation of the unit / system was performed without explicit SCHAEFER authorisation in the proper manner.
- If products have been modified by customer (for example by soldering) or if connectors or pins are damaged.
- Hazard statements, series-no. or original label of manufacturer had been removed

