

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 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

To
Innovative Energies Ltd
 1 Heremai Street
 Henderson 0612
 Auckland

RMA (Return Merchandise Authorization) – Form

SCHAEFER RMA-No. _____ (given by SCHAEFER Elektronik GmbH)

Customer Information; Return address:

Company name:			
Customer number:			
Address:			
Postal code; location; country:			
Telephone- /Fax-number:			
Contact person & email-address:			

General information:

Model name:			
Qty of total delivery:			
Serial- and order number:			
Qty of failures:	actual:		total:
Date of RMA-request:			

Detailed conditions of application:

Input voltage / Peaks:	
Output Voltage, Load:	
Load conditions:	
Direct ambient temperature:	
Application/ Place of installation?:	
Kind of failure:	
When did the failure arise?	
Time of operating?	

I / we hereby accept the regulations stated in the 'Conditions for return of materials' and I / we order the company SCHAEFER Elektronik GmbH to proceed with the repair of the above mentioned unit.

___ / ___ / ___ _____ _____ _____
 Date, Name in Capital Letters, Stamp of Company, Signature / Authorised person.