

RMA & Repairs

Besides RMA and warranty handling of our own and non-Apollo Display products, we offer comprehensive repair services including the replacement of worn parts and defective components including repair services for TFT displays and monitors from other manufacturers.

RMA-Procedure

Is a return shipment necessary?

Before you return parts or products, please contact your [Sales contact person](#) or if not available our [Technical Support](#), staff via our website. In most cases any problems can be solved by reviewing our FAQ's or a step by step help from our technical staff all without a return shipment of your order.

Please do not send back parts or products, which have been damaged on the transport from Apollo Report the damage immediately to the carrier and your transport insurance as we ship all of our orders FOB our plant. According to our **general terms and conditions**, we deliver goods FOB, Ronkonkoma New York, USA and assume no liability for damages during transport.

How does the RMA procedure take place?

- 1.) Please visit our website and request an **RMA number** before attempting to return parts and/or products. Due to our warranty procedure, we can not process return shipments without an RMA number and the goods will be shipped back to you at your expenses that have not been issued an RMA number. To receive an RMA number, please [click here](#).

- 2.) If there is a lack in information to completely fill our RMA request form or if you have no time, then please use our "RMA Administration Service". For more information, please refer to the **RMA Administration Service document**.

- 3.) Your request will be checked and you will receive an RMA number or a notice that your request has been rejected. You need to have your customer account number, our invoice number, date of our invoice, our part number and a detail reason that you are requesting authorization to make this return.

4.) After having received your **RMA number**, put the number **on your return package and all documents** and send the parts prepaid using your shipper account number together with your completely filled out request form inside of your package. We do not accept collect packages. Please understand that only pre-paid deliveries can be accepted and COD and/or collect deliveries will be refused and sent back at the expenses of the sender, without assuming any liabilities for the cost or further damage back transport (read our **general terms and conditions**) back to the sender.

All returns must be properly packaged for a safe transport and that the packaging is meeting ESD demands (Electro Static Discharge). We assume no liabilities for damages occurring due to inappropriate packaging of the returned parts by the sender.

Customers are not allowed to issue a debit or short pay any invoices. Credit(s) will only be issued to the customers account after the product is fully tested and it is determined to be covered under warranty and not a customer fault. Customers who attempt to take credits or short pay an invoice will be re-debited.

5.) At the sole discretion of Apollo, parts and/or products that are within warranty period, will be either be repaired or replaced after an analysis of the defect part(s) is determined by Apollo and that the failure of the part(s) and/or product was not caused by customer. Parts and/or products that are past the manufacturers warranty period and/or the damage was caused by the customer, or no damage can be determined will be repaired at the then standard rate of per full hour of service or portion thereof, plus the cost of any required parts to fix or repair the part(s) or product. Apollo reserves the right to use refurbished or remanufactured parts. Therefore contact us prior to attempting to send back any parts or products using this website.

6.) The repaired parts will be sent back to you.

Please note that the cost quoted for non-warranty repairs are estimates only and only valid for 10 days from the date of issuance. The final cost will be billed upon completion of the approved work and billed under our **General Terms and Conditions** apply.

Further Repair Services

If integrated in terminals or not, if purchased from us or from other manufacturers and distributors:

We support you by repairing and maintaining your TFT displays and monitors with:

- **Error analysis of technical defects**
- **Exchange and replacement of wear parts and damaged parts**
- **Procurement of spare parts**