

## RMA Procedure

Besides RMA and warranty handling of our own and non-Data Display products, we offer comprehensive repair services including the replacement of wear parts and defect components up to repair services for TFT displays and monitors from other manufacturers.

### RMA-Procedure

This applies for :

- ✓ Return of defect material within warranty
- ✓ Return of defect material out of warranty
- ✓ Return of agreed test samples on borrowing basis
- ✓ Exception: return of wrongly delivered parts  
(Please request RMA-no. directly)

Please check the following items:

- a) **Is a return shipment necessary?**  
Before you return parts or products, please check first with our **Technical Support** if a technical problem can be solved without a return shipment.
- b) **Is a return shipment economically sensible?**  
Especially for low-cost products such as inverters, cables, small touchscreens, small TFTs, PRISMAeco or PRISMAeco slim the effort of RMA handling and the cost of return shipment is disproportionate to the value of the goods. To save you and us unnecessary effort and cost we will replace or credit these products in case of justified complaint.
- c) **Defect material out of warranty?**  
For out of warranty complaints we always invoice the handling on a time and material basis plus shipment cost.
- d) **How does the RMA procedure take place?**  
Please refer to our RMA guide.

### Further Repairs

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**
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