



DATA DISPLAY GROUP

RMA Procedure

Guide

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Short Guide How does the RMA procedure take place?

- 1.) Please request an **RMA number** before you return parts and products. Material delivered without RMA authorization will not be handled but stored for max. 6 months. Should it not be possible to clarify open questions within 6 months this material will be returned at your charge.

To receive an RMA number, please fill out the first page (request) of our **RMA request form** completely and send it by fax or by email to the address given below.

You may accelerate the RMA process significantly by adding pictures of the defect/failure to the RMA-form. Our technicians can thus evaluate the chances for repair and at the best even arrange an exchange shipment even before the defect material arrived.

For information on how to determine the serial number, please refer to our **RMA serial number catalog**. We require a detailed failure description. Our **fail checklist** may assist you. In case you repeatedly return goods without detailed failure description, we will charge you 25€/item, irrespective of warranty obligations. Please understand that incompletely filled out request forms can not be dealt with and will be sent back to you for completion.

- 2.) Your request will be checked and you will receive an RMA number or a notice that your request has been rejected.
We will check for you if your return shipment is a free of charge warranty repair or an out of warranty repair, subject to charges.

Goods which show mechanical damages or have been opened or modified by the customer, do not fulfil warranty obligations.

- 3.) After having received your **RMA number**, put the number **on your return delivery note** and send the parts together with your completely filled out request form as **free delivery** to our RMA department. Please understand that only free deliveries can be accepted and non-free deliveries are sent back at the expenses of the sender, without assuming any liabilities for the back transport (read our **general terms and conditions**).

Please take care that the return parts are packed properly 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.

Due to data processing reasons, debit notes cannot be accepted and will be re-debited.

- 4.) Alternatively we are offering a chargeable "2 working days express service" which can be selected in the RMA form. With this express service we guarantee the analysis of the returned parts and a first statement within 2 working days after receipt of the returned parts. If possible we also return the parts within 2 working days. Additional cost are € 50,-- per returned unit irrespective of the warranty claim. The express service is limited to a maximum of three parts. For the express service a separate RMA number will be issued.
- 5.) Parts and products with warranty claim will either be repaired or replaced. Parts and products without warranty claim (warranty expired, damage was caused by the customer, no damage can be found, etc.) will be repaired at the price of 90.00 € (excluding VAT) per working hour. Needed spare parts will also be charged. Therefore please check in advance if the technical problem can be solved without returning the goods.
We will return defect goods to the manufacturer. If the manufacturer does not accept the warranty claim, we will pass on all incurred expenses to the customer. Goods with no defects will be returned and the work will be invoiced.



6.) If you should have problems to investigate the delivery note or invoice number we offer an item tracking service.

- invoice/delivery note item tracking service: 5,--€ / item

7.) General RMA charges (€1,50/minute + VAT)

- Minimum charge: € 50,-- for displays or boards
- Displays up to 19.0": min. € 75,-- plus material
- Displays up to 46.0": min. € 100,-- plus material
- Displays from 46.0": min. € 150,-- plus material

8.) If repair charges exceed the original price of the returned goods or if the returned goods are irreparable, we will invoice an analysis charge of € 50,-- / item.

It is our philosophy to assure best quality from basic production to your application. To be able to meet this target and to rapidly react on quality aspects we need your support.

Many thanks for your co-operation.

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