

RMA & Repair

Besides RMA and warranty handling of our own and non-Data Display Teknoloji 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

Is a return shipment necessary?

Before you return parts or products, please check first with your **Sales contact person** or our **Technical Support**, if a technical problem can be solved without a return shipment.

Please do not send back parts or products, which have been damaged on the transport from Data Display Teknoloji to you. Report the damage immediately to your transport insurance and to your transport company respectively. According to our general terms and conditions, we deliver goods ex works and assume no liability for damages during transport.

How does the RMA procedure take place?

1.) Please request first an **RMA number** before you return parts and 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. To receive an RMA number, we will send you an RMA form and ask you to fill it out completely and send it by fax or by email to the address given below. 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.

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 can not be accepted and will be re-debited.

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4.) 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 60.00 € (excluding VAT) per working hour. Needed spare parts will also be charged.

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

Please note that cost estimations will only be quoted on explicit demand and that cost estimations are made at the expenses of the returnee, since they require a big amount of time and effort. Generally, our **General Terms and Conditions** are to be applied.

Where do I send my RMA request form and my defect parts?

Data Display Teknoloji
RMA department
Kuştepe Leylak Sokak Nursallar İş Merkezi
No: 6/21 34387
Şişli İstanbul

Email:

rma@datadisplay-group.com.tr

Phone:

+90 212 356 04 20

Fax:

+90 212 356 04 25

❖ Further Repair Service

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**