

Schäfer Elektronik GmbH · Oststrasse 17 · 77855 Achern

Conditions for return of materials (RMA - procedure)

Dear customer,

in order to improve the procedure for returning defective materials please consider this RMA-form, as well as the conditions mentioned below for the return of materials.

Please verify the following points prior returning a unit / system to SCHAEFER:

- Please contact the sales team by phone or mail for support / instructions.
- 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?
- Did you meet the specified input / output parameters?
- Does the unit / system operate within the specified environmental conditions mentioned within the appropriate documentation?

For future requests please refer to the following conditions:

- Please advise us of your complaint by sending us the completed RMA-form via E-mail to mail@schaeferpower.de or via fax to +49(0)7841 / 2052-52 asking for a RMA-No.
- After receipt of the RMA-form SCHAEFER will send you immediately an RMA-number, which needs to be entered by you on the RMA-form before returning the defective material to SCHAEFER. Please enclose the completed RMA-form when sending the defective material to SCHAEFER.

Important:

- Damage due to transport needs to be reported immediately upon receipt of goods!
- The warranty only covers correct and proper use of the product.
- Please return the defective goods in original or equivalent packaging.
- The carriage to Schaefer is always at the customer's expense.
- In order to determine the repair price, the following points will be considered: Original product price (including all options); First date of delivery; Condition of a product as it arrives at the Schaefer facility.
The granting of an RMA-number doesn't necessarily mean the acceptance of a warranty case.
- Warranty services will be handled in the headquarter of SCHAEFER Elektronik GmbH in Germany or on site at extra charge.

Attention! No warranty, if:

- No warranty repair on damage caused by improper packing.
- Products with physical damage. Therefore please control packages and goods carefully immediately after receipt and report any physical damage immediately without any delay!
- The goods were connected or operated by improper operation beyond technical specification.
- Modification of the unit / system was performed without explicit SCHAEFER authorization.
- Damage occurring from improper modification of the unit / system (for example by soldering etc.).
- Hazard statements and/ or series label of manufacturer being removed .
- This listing contains possible cases by which the warranty is invalid. This list is not exhaustive and there may be other reasons & conditions which may invalidate the warranty.

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

Customer details for return:

company name

address

postal code / city / country

telephone/ fax number

contact person & email address

General information:

model name

series & order number

Conditions of application:

input voltage/ peaks

output voltage, load

direct ambient temperature

application rail industry automation power generation industry
 military industry oil & gas industry others

Failure description

duration of operation hours per day operation since

When receiving the RMA-number from SCHAEFER, please sign and stamp the RMA-form and send the copy with the defective unit to SCHAEFER.

Please note that for the general inspection of a module or system (even if no failure is detected) we will charge a fee depending on *time basis*, however a minimum charge of 110€ plus shipping costs will apply. If a repair is necessary, you will receive a cost estimate.

I / we hereby accept the regulations stated in the 'Conditions for return of materials' of SCHAEFER.

location, date

signature & company stamp