

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.

Checklist:

- Do you have the appropriate documentation package accompanying this unit / system?
- Has the device / system been mounted, wired and operated in accordance with the documentation?
- Did you meet the specified input / output parameters?
- Does the unit / system operate within the specified environmental conditions mentioned within the appropriate documentation?

Process of the complaint:

- Please contact our sales team in advance by mail or phone to clarify the matter.
- Please advise us of your complaint by sending us the completed RMA-form via E-mail to mail@schaeferpowers.de or via fax to +49(0)7841 / 2052-52 asking for an 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:
First date of delivery, condition of a product as it arrives at the SCHAEFER facility, time and materials required.
The granting of an RMA-number does not 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.

The warranty is void if:

- The goods were damaged during onward or return transportation due to improper packaging.
- 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 void. This list is not exhaustive and there may be other reasons & conditions which may void the warranty.

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

Customer details for return:

company name	<input type="text"/>
address	<input type="text"/>
postal code / city / country	<input type="text"/>
telephone-/ fax number	<input type="text"/>
contact person & email address	<input type="text"/>

General information:

model name	<input type="text"/>
series- & order number	<input type="text"/>

Conditions of application:

input voltage / peaks	<input type="text"/>	
output voltage, load	<input type="text"/>	
direct ambient temperature	<input type="text"/>	
application	<input type="checkbox"/> rail industry <input type="checkbox"/> automation <input type="checkbox"/> power plant industry <input type="checkbox"/> military industry <input type="checkbox"/> oil & gas industry <input type="checkbox"/> others	
failure description	<input type="text"/>	
duration of operation	hours per day <input type="text"/>	operation since <input type="text"/>

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 a fee will be charged for the general inspection of your device or system (even if no fault was found) depending on the time required plus shipping costs. 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