

This will be fill in by Kacer Industrial Europe GmbH

RMA-Number:		RMA-Contact:	
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## Guarantee Regulations, Handling of Return Deliveries and RMA Form



# KACER

Kacer Industrial Europe GmbH  
 Kieselstraße 13 , D - 41472 Neuss  
**Fax: +49 – (0) 2131 – 85111**

Dear customer,

It is our firm goal to ship flawless and functioning goods to you. In spite of our high standards repair returns cannot be avoided completely. In order to handle your return goods more efficiently, we need to ask you to go through the following steps:

- Before returning any items to us, please make sure that you really have a case of faulty equipment. Please note, that if we should fail to find any non-functioning technical parts, **we are forced to charge you with a general testing and handling fee of €50.00 plus shipping costs and VAT.**
- Should you feel unable to decide for yourself whether the goods shipped to you are in fact faulty, we would advise you to contact our technical division for further details. They will be glad to answer your questions via Phone +49 – (0)2131 – 66138-0 or e-mail [RMA@kacer.com](mailto:RMA@kacer.com).
- **Handling of returning RMAs and wrong delivered goods:** If you want to return goods or defect products you have to fill out our RMA formular completly. The RMA-formular you send to us by e-mail, fax or post. As soon you recive the RMA-number you can send the goods back. The RMA-number has to be on each package and the printed forwarding lable.  
**If you send back goods or defect products without RMA-number we will refuse the delivery or rather return them on your costs.**

If the previous two points do not apply, please proceed as follows:

- Make sure to complete the RMA request form fully.
- Please enclose a copy of the invoice of the faulty device, which is required for any granting of warranty.
- Please use the original box or packing material when returning a non-functioning item to us. This should still be adequate to provide protection against damage.
- **All technical accessories of the faulty device**, unless specifically requested by us, **should be excluded from any repair returns.**
- Please note, that **we cannot accept P.O.D / C.O.D or freight collect shipments.** These will be returned to you at your own costs.

Should you have fully completed all required documents, you can rest assured that a speedy handling of your case will automatically result in a satisfactory outcome. Any failure in this, however, will jeopardise your warranty claim.

### The warranty includes:

- Thorough testing of the non-functioning device
- Repair or replacement free-of-charge by the manufacturer of the product
- New lease of warranty on any replacement products

### The following measures will lead to an immediate expiry of warranty:

- Returned goods were wrongly or not adequate packed (Substantial protection against impact is required at all times.). We recommend to use the original packing (especially for products with TFT).
- Electronic boards of returned goods were changed on purpose.
- The returned goods were severely damaged due to improper or ill-advised treatment.

<b>Customer information</b>		<b>Date:</b>	
Company:		Contact:	
Street:		Telephone:	
ZIP, Location:		Fax:	
Customer number:		Invoice number:	
Your contact / sales at Kacer:			
<b>Designation:</b>		Manufacture:	
Type / Description:		Serial number:	
<b>System environment</b>		Operation system:	
Motherboard:		BIOS	
Controller:		Driver SW:	
<b>Detailed fault description</b>			

I / we hereby accept the guarantee regulations and I/we order the company Kacer Industrial Europe GmbH to proceed with the repair of the component(s) / system.

**WITHOUT A COPY OF THE INVOICE AND A DETAILED FAULT DESCRIPTION HANDLING IS NOT POSSIBLE!  
 "NO FUNCTION" OR "DEFECT" IS NOT A DETAILED FAULT DESCRIPTION!**

Date, Signature, Name in Capital Letters

Stamp of Company: