



RMA - general terms and conditions

RMA process:

1. customer requests a RMA # for diagnosis and/or repair.
For CS to be able to issue a RMA # the customer must provide:
 - an error description log,
 - date of purchase in case still under guarantee,
 - product type and version, serial number,
 - details of installed software, software versions and hardware components,
 - vendor specific information (license details or HW extensions)
2. CS checks warranty status and provides a RMA#
3. the customer ships the equipment to CS facility at his own expense.
4. CS diagnoses the equipment and depending on warranty status and equipment status either:
 - repair the unit, or
 - provide a quote, or
 - if the decision is that the unit cannot or will not be repaired , the customer is charged for checking and diagnosis of the unit:
 - For IRD - 200 €
 - For encoder - 300 €
5. Equipment will be sent back to customer at the expense of CS.
6. Notes:
 - a. Shipment and customs: Shipment to CS facility at customer's expense, shipment to the customer at CS expense. (VAT and customs customer expense)
 - b. Customs clearance, if applicable on customer's side – by the customer .
 - c. Repair if under warranty – no charge.
 - d. Warranty on repairs - repaired equipment has a warranty of six month on the workmanship and the spare part. Excluded are parts for a product which was declared as "End of Life" by vendor. In this case the spare part does not enjoy this warranty.
 - e. Equipment should be delivered to:

CS Consult & Service GmbH

RMA # _____ (will be provided by CS)

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