

## RMA-Handling

Dear Telic customer,

We have recently re-organised our RMA procedure to speed up the RMA processing time and to make it more efficient.

The new RMA procedure is as follows:

1. You have a problem with a Telic product and this could not have been solved after contacting your support engineer. ([support-int@telic.de](mailto:support-int@telic.de); Tel. +49-89-490-2686-12)
2. To be able to return a device you need a RMA number. Therefore, please download our RMA-request form from our homepage in the "Support" area (<http://www.telic.de/support/support.html>). Please fill out the form with the requested information (product, IMEI-No., failure description) and send it by e-mail to [RMA-INT@TELIC.DE](mailto:RMA-INT@TELIC.DE). The RMA-no. can only be issued by the responsible support engineer.
3. After receipt of the RMA-request form, we will check if the units are within warranty and inform you accordingly.
4. In case a device is out of warranty, you can decide on your own whether you want to send it back for inspection. We will charge 60,- EUR net for the inspection of each device which is out of warranty.
5. As soon as you have received a RMA-no. from us you can send back the devices.

**IMPORTANT: RE-SHIPMENTS WITHOUT RMA-NO. WILL BE RETURNED ON YOUR ACCOUNT !!!**

6. In case we find out during the inspection that the effort to repair the device exceeds 60,- EUR, we will provide you with the estimation of costs. Thus you can again decide whether you want the units to be repaired, disposed of or returned unrepaired. (Important: The 60,- EUR handling charge per unit will be charged in any case!)
7. For units, which have been damaged due to customers improper use the warranty is null and void. In this case we also provide an estimation of costs for the repair. Thus you can again decide whether you want the units to be repaired, disposed of or returned unrepaired. **Accepted warranty cases (without customers fault) will be handled without any charges incurred.**
8. After completion of repair/inspection we will return the devices to you and issue an invoice if necessary.
9. All transport costs are to be taken by the respective sender.

For further questions, please do not hesitate to contact us. We will be happy to help you.

With best regards

Telic GmbH