

1. The customer calls TecSys GmbH or writes an email and receives an RMA (= Return Material Authorization) number assigned.

As soon as we have given you the RMA number, please write it down in large letters and clearly on the transport packaging of your submission. Only by assigning an RMA number can we process your return properly. This entitles you to send the registered articles to our company, but this does not automatically include the right to a credit note, exchange or similar. A decision on this can only be made after the goods have been checked.

2. The customer sends the goods to TecSys at his own expense, including freight and customs. Exception see point 4.

For this we need from you a detailed description of the error and operating conditions (circuit diagram, environment, etc.) in the event of the failure of the item.

3. TecSys GmbH investigates and reports on the matter.

3.1. In the case of justified guarantee claims, the products will be immediately be repaired free of charge or replaced free of charge.

If the product is within the warranty period, you will receive a cost plan from us with the estimate of costs for the planned repairs.

After completing this process, the goods are immediately sent to you by FedEx or UPS

at our cost. Exception see point 3.2. and 3.3.

3.2. If the goods are defective, but their return is outside of the the warranty period and / or the warranty claim is expired, we can offer you the following options:

- Cost estimate for the repair of the products as far as possible
- Scrapping and disposal of the products
- Unpaid return of the products to you for recycling in your business

3.3. If the goods are in a good condition and there is no guarantee, we will send them returned to you at your cost.

For this we charge you a test and handling fee of EUR 75.--.

4. In DOA (= Dead on Arrival) cases = complete failure of the system at at the customers Goods Inward, TecSys GmbH pays the outward and return costs in full.

5. With the phone call or email to us, you have noted and accepted the conditions of our RMA procedure.