



RETURN MATERIAL AUTHORIZATION

DISTRIBUTOR / CLIENT



Company:

Contact Person:

Email:

Phone:

Address:

ZIP Code:

City:

Country:

End User (if applicable):

DEVICE



Product:

Serial Number:

Firmware:

Problem Description:

RMA Number:

Warranty Expiry:

(dd/mm/yy)

I have read and agree to the terms and conditions. Date:

(dd/mm/yy)

GENERAL TERMS



All AnaPico instruments are covered by a 24 month return-to-manufacturer repair warranty for parts and labor from the date of shipment against defective materials and/or workmanship provided the product has at all times been subjected to proper use, handling and storage.

AnaPico shall not be responsible for defects that have been caused by natural wear and tear, willful damage, negligence, force majeure, and abnormal working conditions or failure to follow AnaPico's spoken or written guidelines as to the storage, installation, commissioning, use or maintenance of the products or (if there are none) good trade

practice; or the customer alters or repairs such goods without the written consent of AnaPico. Opening the instrument and/or breaking warranty seals will void the warranty. Extended warranty (when available) is subject to the same warranty policy.

AnaPico may choose to perform the warranty services on its authorized facilities or on the site of the customer who must grant AnaPico the free access.

Standard repair time is 15 working days after the equipment is received at AnaPico.

RETURN FOR REPAIR



If the unit becomes faulty within 24 months and has not been subject to abuse, then you may return the unit to AnaPico for repair free of charge. AnaPico may provide a replacement product in lieu of repair, at its own discretion.

You must contact AnaPico or an authorized distributor for a Return Material Authorization Number

(RMA Number) before returning a product under warranty.

AnaPico accepts no responsibility for units returned without a RMA Number.

SHIPPING



Please send returns to
AnaPico AG
Attn: [Your RMA number]
Europa-Strasse 9
8152 Glattbrugg
Switzerland
Tel: +41 44 440 00 50

In case of Defect-on-Arrival of our delivered products, the shipment costs both ways will be covered by AnaPico. Is the unit still under warranty, the customer needs to cover the shipment cost to AnaPico, and AnaPico pays for the return shipment. In non-warranty cases the customer covers both ways of shipment.

PRICING



A 150 CHF RMA processing fee for each non-warranty unit applies. This is the starting price for all nonwarranty repairs including items determined to be NPF. This price covers analysis and testing needed to make a determination.

The No Problems Found (NPF) fee is CHF 150. It will be applied also to units under warranty and all

shipping charges become the responsibility of the requester.

An Expedite fee of CHF 250 in case of a requested faster turnaround may be negotiated.