RMA (Return of Material Authorization)
Process & Packing Notes

Dear customer,

To guarantee quick and cost-saving repair we kindly ask you to follow our RMA procedure. This will ensure quick and smooth processing of your RMA request.

A detailed and extensive failure report must be appended to each RMA request. Missing failure descriptions will lead to unnecessary additional costs, increased expenditure of time and possibly to insufficient service results.

For products, in which no defect could be established we reserve the right to charge the cost incurred up to its full amount (see below).

RMA requests without a valid RMA number will lead to delayed and costlier processing.

The repair of devices will be processed according to the following sequence:

Pos.	Process	Notes
1	Request an RMA number from https://www.hoecherl-hackl.com/service/rma/	In exceptional cases you can request the documents by e-mail: rma@hoecherl-hackl.com
2	You will receive a confirmation e-mail with all required documents for the reshipment.	Please attach the documents and the failure report to the reshipment. The RMA number must be clearly visible on the outside of the package.
3	Send the device to Hoecherl & Hackl GmbH. See information below!	
4	The reshipment arrives at Hoecherl & Hackl GmbH.	You will receive a confirmation of receipt via e-mail.
5	- Inspection of the defect and generation of a cost estimate or - Calibration	Warranty repair will be processed immediately (continue with point 7). At calibration continue at point 9.
6	The cost estimate is sent to the customer for approval.	The repair will only be carried out after receipt of your order!
7	Device is repaired.	
8	Repair report is generated.	
9	Device is re-shipped.	You will receive shipping information via e-mail.
10	Invoicing	

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Information for Packaging and Processing

Please consider the following items to avoid delays and transport damages of any repair/calibration order:

- Place the RMA number clearly visible on the outside of the packing. You will receive a suitable preprinted form with your confirmation e-mail following your RMA request.
- The product must be packed in the original or an equivalent package. The units must always be packed standing on the device bottom or feet.

  Never transport control cabinets with installed devices in horizontal position!

  The packed device with a size of 19" and a height of 2 U (88.90 mm) or more must be fastened to a pallet!

  A package carrier is not advisable for the transportation of sensitive measurement technology, instead we recommend shipping by a forwarding agent.
- We reserve the right to deny reshipment which arrive insufficiently packed.
- Packages that are not carriage free will not be accepted.
- For products within the warranty period in which no defect could be determined H&H will charge the expenditure of the inspection. A service fee will be charged.
- Concerning chargeable repairs we will prepare a cost estimate.
- If the repair will not be executed a service fee will be charged for the generation of the cost estimate.

In general, our General Terms and Conditions (GTC) apply. See
www.hoecherl-hackl.com/download/1322/

Best regards,
Höcherl & Hackl GmbH

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