

RETURN MATERIAL AUTHORIZATION (RMA)

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Return Material Authorization Number (RMA)

- Before returning a product to Ampegon AG, Turgi, Switzerland (Ampegon), customer shall obtain a valid RMA Number (RMA request). Returns received by Ampegon without an authorized RMA Number are subject to an investigation charge of CHF 150.--.
- RMA numbers can be obtained from the responsible Project Manager or Customer Service of Ampegon. Please use the appropriate *Issue Report/RMA Form* to obtain an RMA Number or send along the following information when requesting an RMA number

The following information is required in order to have an RMA Number assigned:

- Customer name and address
- Customer point of contact, phone number and fax number
- Customer e-mail address
- Product Serial Number
- Product Model or Part Number
- Reason for returning the material
- Only the Ampegon product and quantity specified by the RMA request can be returned with the RMA Number issued.
 - If returning additional products to Ampegon, a new RMA Number will be required.
 - If Ampegon receives a return shipment containing products not authorized for return on that RMA Number, Ampegon may return them as is.

In case the material will not arrive at Ampegon's premise within 45 days from the date of issuance, the RMA will expire. A new RMA-number then is requested



Labeling and Address

The RMA Number shall appear on the outside of the return package in **BOLD** print. Any product returned without a valid RMA Number can be returned to the customer and will be subject to an investigation charge of CHF 150.-.

All RMA packages shall be shipped to the address provided on your *Issue Report/RMA Form*, i.e. to

Ampegon Power Electronics AG
Industrie Halle
Halle 4 EG, Industriestrasse 7
CH-5314 Böttstein / SWITZERLAND

Please remember to have the duly filled *Issue Report/RMA Form* packed with the material within the RMA package.

Packaging

Ampegon recommends returning products by United Parcel Service, Federal Express, DHL, or any other reputable freight forwarder. Please provide freight tracking numbers when known.

Electronic equipment and printed circuit boards **MUST** be returned in ESD-conform packaging. If not, Ampegon will consider them damaged and may return them back to the sender, as is, with no credit issued or repair attempted.

In order to avoid breach of warranty, Ampegon recommends the use of Ampegon or equivalent packaging to return a product. This includes complete packaging, high-density foam and/or cardboard separators.

Freight Payment

The customer shall bear all inbound freight charges DAP named place (INCOTERMS 2010) for both in-warranty and out-of-warranty repairs. Ampegon is not responsible for damage during shipment. Ampegon recommends hence to insure the shipment.

Ampegon will pay for surface/ground return freight only DAP customer's premises. If overnight or other special requirements for expedited delivery is requested, these will be at the customer's expense.

Customs Clearing Formalities

The customer shall be responsible for all necessary export documents required for exporting the material under repair from their country into Switzerland.

The material shall be accompanied by a customs invoice stating the actual cash value of the material and that the material is delivered to Ampegon for repair purposes and is meant to be returned to the customer.

If the material is delivered to Ampegon for repair from within the European Union or from a country having agreed upon free trade agreement with Switzerland, issuing the EUR-1 form is mandatory if the actual cash value of the material is higher than CHF 6'000.-. For material with actual cash value below CHF 6'000.-, the declaration on the customs invoice is sufficient.

Ampegon will be responsible for import customs clearing into Switzerland and for export customs clearing. Import customs duties levied by the customer's country's customs while returning repaired material shall be borne by the customer. These duties will be inapplicable, if the material has been accompanied by a declaration or certificate of origin while sending it for repair purposes to Switzerland.

Freight Claims and Shipment Damage

If the customer receives the original product in damaged condition, notify Ampegon Customer Service immediately.

If the original freight charges were paid in advance by freight collect or other means-notify the carrier immediately to initiate a claims inspection. Ampegon Customer Service will provide assistance, as necessary, to process the freight claim.

If return/repair shipment to Ampegon is received in damaged condition, Ampegon will notify the customer. The customer will need to notify the carrier immediately to initiate a claims inspection. Ampegon Customer Service will provide assistance, as necessary, to process the freight claim.

Quick Reference

Follow the steps below when about to return material/parts to Ampegon. For more details refer to the repair policy. When returning parts for repair you agree to our repair policy



you request a part/product to be returned/repaired



you fill in and send the fault report (available from Ampegon support@ampegon.com)

RMA

we send you an RMA number within 24 hours and authorize you to send the faulty part



you send the part, clearly marked with RMA number to Ampegon Customer Services / Switzerland

received

we confirm reception of the part

In case of repair



please refer to our repair policy