

Guidelines for RMA Processing

Dear Client,

should you encounter any malfunction or other problems regarding our hardware or our systems please note the following information on claim processing procedures that will allow a swift and smooth handling of your request.

- 1) First, please read the instruction manual and check all connection cables, power supply units and other ancillary equipment (hardware) for correct functioning.
- 2) If this should not lead to the desired result, please contact our technical support service by phone: +49 (0) 2546 911-25. If possible, you will either be assisted via telephone or we will instruct you on how to send in the respective product.

Our support hotline will also arrange details should you prefer to have a heddier electronic-technician on site.

- 3) If it is required to send in the product, please make sure that the carriage is paid and please use appropriate packaging to protect the goods from transportation damage should you do not have the original packaging anymore. **Carriage forwarded won't be accepted by heddier electronic.**
- 4) Following receipt and examination of the goods, you will receive a written preliminary estimate of costs. You may decide between the following options:
 - a) Repair of the defective good/device for the price listed in the cost estimate.
 - b) Return of the defective device/good without repair. **You will be charged a total of 38,00 € plus shipping costs excluding VAT** for inspection and drawing up of a cost estimate.
 - c) Scrapping of the device/good sent in. In this case, you will be charged with the costs listed below which arise from the required legal recycling procedures:

Anschrift:

heddier electronic
Ges. für innovative Datensysteme mbH
Pascherhook 34
48653 Coesfeld, Germany
Tel. + 49 (0) 25 46 / 9 11 - 0
Fax + 49 (0) 25 46 / 9 11 - 29

Geschäftsführer:

Dipl.- Ing. Clemens Heddier
HRB Coesfeld 1880
VAT Code DE 12 44 68 129
Email Sales@heddier.com
<http://www.heddier.com>

Bankverbindungen:

VoBa Lette-Darup-Rorup eG SWIFT-/BIC-CODE / IBAN CODE	BLZ 400 692 26 GENO DEM 1CND	KTO 3500 808 800 DE48 40069226 3500 808 800
Sparkasse Westmünsterland SWIFT-/BIC-CODE / IBAN CODE	BLZ 401 545 30 WELA DED 1WML	KTO 70 793 38 DE90 40154530 0007 079338

Products up to 1 kg	free
Products > 1 kg up to 5 kg	10,00 €
Products > 5 kg up to 20 kg	20,00 €
Products > 20 kg up to 50 kg	28,00 €
Products > 50 kg	40,00 €

All prices are plus value added tax.

Products that still meet the terms of the guarantee will of course be repaired and sent back to you free of charge.

Please do not hesitate to contact us should you have any further questions or inquiries. Please note that additionally the general terms and conditions of **heddier electronic GmbH** will apply.

Yours sincerely,

heddier electronic GmbH

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