

REQUEST RETURN MATERIAL AUTHORIZATION (RMA)

Please use this form to request a Return Material Authorization number for your test equipment. Submit your contact and product-related details on the form below. Our support and service personnel will review your request and send you return information as necessary. Please do not send material back to Anapico before you receive a RMA number and written authorization.

Company Name:

Address:

Contact Person:

Mail:

Phone:

RMA:

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Product:

(e.g. APSIN3000)

Serial Number:

(e.g. 121-213320500-9999)

Firmware:

(e.g. 0.4.1)

PO Number:

(e.g. ???)

Failure description:

I have read and agree to the terms and conditions as outlined on the next pages

Name:

Date:

Submit this form to

RMA@anapico.com

Or FAX to

+41 44 440 00 50

Or contact your local distributor

1. General

- IF THE PRODUCT HAS BEEN ABUSED, IMPROPERLY USED OR ALTERED WITHOUT AUTHORIZATION, THE RMA NUMBER WILL BE VOIDED AUTOMATICALLY. THE MATERIAL WILL THEN BE RETURNED TO CUSTOMER AT YOUR OWN EXPENSE.
- You must obtain an RMA number before any equipment shipped to Anapico. Equipment without RMA number will be immediately returned at the originating shipper's expense.
- You must indicate your RMA number in all correspondence.

2. Shipping

- Send returns to:
Anapico AG
Attn: [your RMA number]
Europastrasse 9
8152 Glattbrugg ZH
Switzerland
- Mark RMA number outside of the box.
- You are responsible for all costs associated with the return.
Outside the United States the costs are for round-trip shipments for all items.
Inside the United States the costs are one-way for warranted items and round-trip for non warranted items.
- Shipment must be door to door. Freight, duties and taxes must be prepaid. When filling out the shipper's paperwork, please indicate "Shipping Manager" as contact, and provide Anapico main fax number: +41 44 440 00 50.
- Unless other specified, Anapico uses FedEx International Priority Express shipment. If you request a different shipping method, you must pay return shipping costs and provide your customer account number with the courier.

3. Warranty Repair

- If you purchased your product from a vendor other than Anapico, you must contact the vendor for repair of your equipment. Otherwise your warranty could become void.
- The standard repair time is 15 working days after the equipment is received at Anapico AG. An expedite fee of 250USD per unit or card may be negotiated if a faster turnaround is requested, if it is possible. The expedite fee is assessed regardless of warranty status and must be prepaid.
- Pricing: There is no RMA processing fee for warranty products.
- Replacement: If during the repair process it is determined by Anapico that the product is non-repairable, due to unforeseen problems and no fault of the RMA requestor, a new replacement product will be returned.
- A 150USD fee for No Problems Found (NPF) Units will be charged and all shipping charges become the responsibility of the requester.

4. Non-Warranty Repair

- Pricing: A 150 USD RMA processing fee for each non-warranty unit applies. This is the starting price for all non-warranty repairs including items determined to be NPF. This price covers analysis and testing needed to make a determination.
- Repair Fee – Not to Exceed (NTE) Maximum repair fee for each non-warranty unit. This value is pre-set per product based on the value and duration for expected repairs. Final billing could be for less but never more than the NTE.
- If your item is unrepairable, you will be notified and give the option of either having the equipment returned to you, at your expense or sending us a written authorization to scrap the item our facility. You will then be invoiced for charges associated with the unrepairable item.
- Shipping charges to and from Anapico are the responsibility of the non-warranty RMA requestor.