

Distribution Subsidiaries & all customers	Ärende/Item	Datum/Date 2012-01-20	Reg.nr/Reg.No. T08-0098	Rev A	Sida/Page 1(2)
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RMA handling and shipping instructions

Below you will find some important information about the routines for RMA handling and shipping instructions. Please find more information about warranty and claims in *Westermo Teleindustri - General conditions of sale*.

Sender:

1. Before returning defective item(s), contact your local Westermo distributor. You will, if necessary, be assigned a valid RMA number and return address.
2. When returning defect item(s) mark the RMA No. on each carton. Without a valid RMA No. marked on the return box the repair will not take place and the box may be returned to sender. If Westermo has requested a fault description, please make sure that's included in the return.
3. Each returned item must be fully packed in good order to avoid external and internal damages due to transportation. Any failure to do so, distributors or dealers shall be fully liable for the damages due to transportation back to Westermo. *Transit damage is NOT covered by the warranty.*
4. RMA invoice must be added for customs purposes and state:
"In-warranty repair, no commercial or resale value. Any declared value is for customs purpose only."
5. Freight costs to Westermo are paid by the sender.

Westermo:

6. When the unit is received by Westermo an e-mail is being sent to confirm the receipt.
7. Westermo will repair or replace the defective item(s) within maximum three (3) weeks from receipt date. Before shipment Westermo will return with a repair confirmation and/or information about the repair time and price.
8. Once the item(s) is repaired Westermo will send the products in return with the next regular shipping day if available otherwise at once on our expenses.

The picture shows an example of packing with original cardboard.

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The picture shows an example of packing without original cardboard.



CAUTION: Make sure the product is fixed and cannot slide around inside the package. Products should be wrapped in "bubble pack" material for shipping protection.

CAUTION: Only use appropriate ESD-safe packing materials, other materials can cause electrostatic discharge that may cause damage to electronic equipment.

CAUTION: If the product has fiber connectors all protection caps must be in place when sending the unit back to obtain a valid warranty.