

Return delivery conditions RMA

Dear customer,

You have found a defect in one of our products? We are sorry to hear about that.

To be able to process returns within the warranty quickly and without errors, we ask you to follow the following instructions:

- Please fill out the RMA form completely. Confirm that you have read and accept the RMA return policy.
- As far as possible, send an image in operative situation to assess the defect (vertrieb@autronic.de).
- After getting the RMA request we will keep you updated about the further procedure.

If the goods are to be returned, please proceed as follows:

- Please print the RMA form (download website).
- Please send the defective goods together with the completed RMA form to:

Autronic Steuer- und Regeltechnik GmbH
RMA-Department
Siemensstr. 17
74343 Sachsenheim

Important!

- Please follow the given procedure and help to make the processes run smoothly.
- Please send the goods carriage paid to the address provided, all other shipment methods will be refused and not accepted.
- A filled-out RMA form, which is enclosed with the shipment of goods, helps to speed up the process.
- We will start the investigation as soon as we have all the information.
- Products that are within warranty and have a defect on manufacturer part will be repaired or replaced as a priority.
- Credit notes will be issued in exceptional cases only if repair or replacement is not possible.
- If we cannot accept a warranty claim, we will contact you.

Please note the following:

- The warranty is 12 months, valid from the date of delivery.
- No repairs of devices older than 10 years, valid from the date of delivery.

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A warranty or repair will be voided or refused if:

- the packaging shows damage upon delivery to the customer. Transport damage must be claimed from the delivery agent, especially if products are mechanically damaged.
- goods arriving at our premises were damaged due to improper packaging (required are antistatic bag, foam, impact-resistant packaging).
- the products have been modified or damaged (or software has been installed that was not part of the scope of delivery).
- the product has been opened by the customer or a third party without authorization.
- the product has been used incorrectly or in case of misuse of the product (non-compliance with the operating and installation instructions, improper storage or cleaning of the product)
- accessories or other components are involved that are not part of the product (e.g.: packaging, batteries).

Information on the costs incurred for the examinations/repairs

- No fault detectable within or outside the warranty period:
Inspection costs approx. 130.00 €+ shipping/freight costs.
- Product defects without any customer fault within the warranty: 0 €

For repairs, within and outside the warranty period:

- Inspection costs incl. repair, if possible, from 130.00 € + shipping/freight costs.

We are always trying to process the transactions as quickly as possible. Please note that in some cases a longer processing time is possible if products or spare parts are not in stock.

Thank you for your attention.