

The following are terms and conditions for Eurotech RMAs (Return Merchandise Authorizations).

General Terms and Conditions

- All RMAs must be pre-approved by Eurotech Inc.
Submit your request via the RMA request at <https://www.eurotech.com/en/support/rma>
- Eurotech will respond with a list of units authorized for return, and return shipping instructions.
- Every RMA request requires your Purchase Order number, per best accounting practices.
- Eurotech does not accept debit memos for product returns.
- Pack product in sturdy, ESD-safe containers. *See Packaging Requirements*, below.
- Packages must contain no additional units than those approved in the RMA.
- Eurotech pays return shipping for warranty repairs. You are responsible for all other shipping.

Any product received that fails to follow any of these terms will be rejected and returned at your expense.

Potential Repair Charges for Product In Warranty

By accepting our RMA approval and returning your product for warranty repair, you the customer acknowledge that the following conditions will result in additional charges:

During the receiving, analysis, or repair of your units, it is determined that...

1. Customer damage, either through handling or hookup, was the reason for failure.
2. Customer processing corrupted the product, and reloading was required.
3. Rework of the product performed by the customer resulted in the need for return and repair.
4. Product labels have been damaged or removed.
5. There is no fault found with the product.

Upon the successful processing of units that fall into the above categories, you will be sent a quote requesting a Purchase Order for non-warranty repair charges. Please understand that Eurotech is unable to provide a quote prior to repair, as the primary cost of repair is in the diagnosis of the problem. Units will ship after receipt of your PO.

Warranty units not falling into the above categories will be repaired and returned at no charge.

Non-Warranty Repairs

Non-warranty repairs require a PO for analysis and repair. If major components need to be replaced at additional cost, we will contact you prior to the repair.

Non-Warranty repairs will be accepted for 12 months after the warranty has expired. The minimum repair cost per unit is USD \$200 each plus \$85 for labor. Units determined beyond repair will be returned and you will be charged \$85 for labor. For Non-Warranty Repairs, the customer is responsible for shipping costs to and from Eurotech.

Packaging Requirements

Use industry-standard packaging for shipping of product back to Eurotech. This includes:

- Placing circuit board products inside individual, metalized, static shielded bags (ANSI/ESD S541)
- Packing every item with cushioning to prevent movement or contact with other items in transit.
- Not using loose packing material (e.g. "peanuts"), which can shift or settle in transit and can result in FOD (Foreign Object Debris) contamination on assemblies and electrical connectors.
- Using sturdy, corrugated cardboard shipping containers with one to two inches of packing material around all exterior sides.

Shipping damage or lack of ESD-safe packaging will void the warranty.

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