



RMA Guidelines

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YOUR DIGITAL HEROES.

History

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RMA Guidelines



1 RMA Request

We ask you to request an RMA number for each return of goods by using our RMA web form. This should be filled out as completely and meaningful as possible. For technical reasons, processing without an RMA number is unfortunately not possible.

The RMA number will be sent to the email address which is given in the RMA Online Form.



2 RMA Return

- ✓ Make a clear visible note of the RMA number on the packaging.
- ✓ Include the RMA number on the delivery note.
- ✓ It is essential to ensure, that assemblies sent in for repair, are properly packaged in order to avoid mechanical and electrostatic damage.
- ⚠ Returns to DH need to be sent free of charge.



3 ESD-Protection

If possible, please send the products in the original packaging. If this is not possible, we expect ESD-compatible packaging. If the packaging is not ESD-compliant, there is a risk of loss of warranty.



4 Processing fee outside of warranty

For returns which are outside of the warranty (usually older than 1 year or loss of warranty according to point 5), we charge a flat fee of up to EUR 80,- per device (plus transport costs and statutory VAT).



5 Loss of warranty

In the case of damage that indicates improper handling and cannot be attributed to DH, any warranty is void.

Possible damages are e.g.:

- ✗ Broken glass
- ✗ Cracks, dents, scratches
- ✗ Overvoltage-, ESD-, water damage

In the case of dismantling, modifications or repairs that were not carried out by DH electronics, the warranty claims are also void.