

RMA Processing

Dear valid customer,

If you have to return a product to us for repair, please use our RMA-form and note following instructions to ensure you a quick processing of your repair submission.

You can request the RMA-form from our service department or download it from our website.

Please note that a couple of complaints are referable to handling errors. Due to that the most complaints are quickly fixed by consultations via phone, fax or e-mail. Kindly contact our service-department in case of that. The necessary contact details you can find in point 4.

1. Approach of RMA

- The requisition of an RMA-No° is not necessary.
- Please fill out one RMA-form for each article resent.
- Kindly fill in the complete form and put it next to the appropriate article.
- A detailed failure description accelerates the RMA processing.
- Please send the complete RMA shipment with your packing list to following address free domicile:

LEAD Industrietechnologie GmbH

Customer service – Goods receiving department
Widdersdorfer Str. 209
50825 Cologne
Germany

- We are always exerted to grant a prompt RMA processing. However, it may take 4-8 weeks for the resending if the devices should have mechanical damages or broken components. In that case we have to forward the items back to the manufacturers and production facilities.
- The protection of our environment is one of our main business objectives. Therefore, we will send the repaired goods back in the same packing as received.

2. Product packing / ESD instructions

- Goods that are not packed correctly in antistatic material according to ESD instructions can not be accepted due to our quality guidelines.
- Articles that are not packed correctly will be rated as total failures and send back at your charge.

3. Defects liability

- All our products come with 2 years defects liability valid from date of invoice.
- For all items that are out of defects liability period, we have to charge a fixed repairing rate in the amount of 85,00 EUR.
 - ⇒ Please note that additional costs might occur if the item has to be repaired by the manufacturers directly.
- Complains that are deposit within 2 weeks after date of invoice have the chance to be exchanged in advance.
- Defects liability is not applicable by:
 - ⇒ Goods that are not boxed in original packing or according to ESD instructions. Furthermore, the packing should be stable and the devices packed in antistatic bags.
 - ⇒ Improper handling. That means the damage of any product's component.
 - ⇒ Goods that are furnished with stickers, labelled or modified (e.g. by soldering) in any way by the customer.

Lead Industrietechnologie GmbH
Widdersdorfer Str. 209
50825 Köln, Germany

Tel.: 49 - (0)221 - 954 79 - 0
Fax.: 49 - (0)221 - 954 79 - 88
e-Mail: info@lead.de

4. Contact

If you should have any request or if you need further information, please contact us by using following contact details:

- Telephone: +49 (0) 221-95479-25 or +49 (0) 221-95479-27
- Fax: +49 (0) 221-95479-88
- E-Mail: service@lead.de

We want to thank you for your collaboration in advance.

Best regards

Your LEAD Deutschland Customer Service