

RMA PROCEDURE

| Nedap Identification Systems

1 RMA PROCEDURE

1.1 PROCEDURE

When Nedap receives a to be repaired product, it is first inspected to determine if it is under warranty or not. If the product is covered by the warranty, we will proceed with the repair and then dispatch it back to your preferred address, free-of-charge. Costs for custom clearance are not covered by Nedap.

If the product is not covered by the warranty, we will first perform an additional repair inspection at a cost of €150. We will then contact you with a proposal for the total cost of the repair. Minimum repair cost, including the inspection cost, of Nedap equipment is €350 plus additional cost for parts and materials used. If you do not authorize the repair, you will be invoiced for the inspection cost. If we receive your acceptance to repair the product, we will proceed with the repair and then dispatch the product back to your preferred address. We will also invoice the shipping cost for returning your product, whether it is repaired or not.

Please fill out the RMA form and email, fax or send it to Nedap using the addresses underneath. Nedap will then reply with an RMA identification number and a confirmed address for returning the goods.

Please return any product in its complete condition to facilitate inspection and repair. Nedap will not accept any goods without an RMA identification number.

*** Please ensure that ALL return shipments to Nedap are packed in anti-static packing ***

1.2 REPAIRS DEPARTMENT ADDRESS

NEDAP N.V. IDEAS
Repairs department
Industrieweg 1B
NL-7141DD
Groenlo

Email: repairs-ideas@nedap.com

Fax: +31 (0)544 462 632

1.3 GUARANTEE

Our products carry a 24 months' guarantee regarding concealed defects and/or defects in materials and workmanship. We also grant a 24 months' guarantee regarding defects in construction, unless the customer or a third party should undertake the construction. At our option, to meet this guarantee obligation, we shall provide either new products free or free repair. We do not vouch for the goods being fit for the use intended by the purchaser, not even if that use should have been mentioned to us, unless we have so committed ourselves in writing.

This warranty does not apply to products that have been modified, misused, exposed to incorrect voltage polarity, exposed to excessive voltages (including lightning) or have not been installed in accordance with Nedap's guidelines as described in product literature. Nedap's sole obligation under this warranty is to repair the returned item or replace any defective products or parts thereof, at no charge.

1.4 NON-WARRANTY SERVICE

Repairs performed by Nedap are warranted against defective material or workmanship for 90 days from the dispatch date from Nedap. This warranty is void if the equipment is modified, improperly installed or used, damaged by accident or neglect, or in the event any parts are improperly installed or replaced by the user.

2 RMA FORM

2.1 RMA FORM INSTRUCTION:

Please fill out the form underneath and email, fax or send it to
NEDAP N.V. IDEAS
Repairs department
Industrieweg 1B
NL-7141DD, Groenlo
The Netherlands
(Email: repairs-ideas@nedap.com)

Nedap will respond with a RMA number and additional return instructions.

Company:	
Contact:	Tel:
E-mail:	
Date of application (yy mm dd):	
Return shipment address:	

Device:	
Order date:	NEDAP Order-nr:
NEDAP Part nr:	NEDAP Serial nr:
Under warranty? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Do not know	
Issue description:	

Name:	Signature:
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