



GEMAC

Sensorik. Messtechnik. ASIC-Design.

Notes concerning complaints and RMA handling

Dear customer!

GEMAC mbH does its best at all times to ensure that you receive only flawless products. Even so, the need to return products for repair or replacement cannot be fully excluded. To ensure that any returns and RMA requests can be handled without delays, we ask you to adhere strictly to the following procedure:

- Please check carefully before returning a product that it is indeed defective. In the case of unjustified complaints, we make a charge for testing and handling of €50.00 plus VAT, post and packaging.
- Transport damage is to be notified immediately to the responsible transport company.
- Requests for an RMA number must be submitted in writing either by fax to +49 371 3377272, using our RMA form (see overleaf), or by e-mail (RMA@gemac-chemnitz.de). Please quote always your invoice number, serial number and the GEMAC product designation to enable us to assign your complaint correctly. You will receive our confirmation together with an RMA number without delay.
- The defective product must be returned to GEMAC mbH **in its original packaging** (product packaging) and **with complete accessories** (pay attention to ESD-compliant protective wrappings for all electronic components and to a form of padding adequate and suitable for posting), enclosing the following information:
 1. RMA number and completed RMA form (please indicate the RMA number also on the outside of the parcel!)
 2. Detailed description of the defect (on the RMA form or on a separate sheet)
 3. Copy of your proof of purchase (not necessary if a complete and correct invoice number and the correct GEMAC product designation is specified on the RMA form)
 4. Requested remedy (this specification is not binding for us).
- All shipments or parcels which arrive unpaid, as well as those without an RMA number, will not be processed and will be returned directly to the sender!
- Upon request, we will make arrangements for the packaged defective product to be collected by UPS.
- Returned products are tested by us and subsequently repaired or replaced as appropriate. Repairs take approx. 15 to 20 working days. This period may be extended, however, if spare parts need to be ordered, for example, or if repairs can only be made by the original manufacturer. The sales department would be pleased to inform you regarding the latest status of your individual case.

Warranties are waived, if:

- The product is not packaged properly for dispatch,
- The device specifications were not observed during commissioning or operation, or damage is attributable to unauthorised manipulation,
- The product is mechanically damaged.

Repairs outside the warranty period or otherwise without warranty entitlement

We are also pleased to perform repairs outside the warranty period for products purchased from us. A processing charge of €35.00 plus VAT at the stipulated rate is made for providing a cost estimate. This charge will naturally be deducted from the costs for repairs actually performed.

We thank you for your understanding and remain, yours sincerely

GEMAC mbH

■ Adressdaten

GEMAC - Gesellschaft für
Mikroelektronikanwendung Chemnitz mbH
Zwickauer Straße 227
D-09116 Chemnitz
Germany

■ Kontaktdaten

Telefon: +49 371 3377-0
Telefax: +49 371 3377-272
E-Mail: info@gemac-chemnitz.de
www.gemac-chemnitz.de
WEEE-Reg.-No.: DE 14646000

■ Firmendaten

Geschäftsführer:
Dr.-Ing. Claus Dittrich
USt-Id Nummer: DE140851265
Steuer-Nr. / TAX No.: 215 / 109 / 02545
Handelsregister: HRB 6443 Chemnitz

■ Bankverbindung

Sachsen Bank
BLZ: 600 501 01 / Konto: 472 011 1
Volksbank Chemnitz eG
BLZ: 870 962 14 / Konto: 321 041 990

RMA Form



Date:

GEMAC RMA number:

From:

Company:

Street:

Postcode: Town/city:

Contact person: E-mail:

Telephone: Fax:

Purchase information:

Customer no.: Invoice number:

Device information – quantity:

GEMAC parts no.:

Type / designation:

Serial number:

Accessories:		
Qty:	Designation	Serial no.

Precise description of the defect:

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Requested remedy: Repair Complaint Warranty replacement
(standard products only)

Type of defect: Quality Failure Transport damage

Suspected cause(s):

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Enclosed: Invoice copy Delivery note copy Cover letter Other

Please send to: **GEMAC mbH, Zwickauer Strasse 227, 09116 Chemnitz, Germany**

Further remarks:

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For internal use by GEMAC:

Goods received on: Processed by: **Warranty** YES NO

Complete: yes no Return delivery on: Matter closed: