

## General After-Sales Terms and Conditions - RMA

### Procedure:

- The RMA form must be filled entirely in electronic format for any claim (compulsory).
- The filled-in RMA form must be sent to [customer.care@nextys.com](mailto:customer.care@nextys.com)
- Nextys will reply to you by assigning a unique ID related to your claim. Once received this ID you can send the goods for checking.
- No claim will be accepted without Nextys internal RMA ID. In case of goods reception without this ID, the goods will be returned under Customer's responsibility and costs.
- Freight cost of sending goods to Nextys is under Customer's responsibility (independently if covered or not by the warranty). If after checking Nextys finds that the damage is covered by warranty, the goods will be returned to the user on Nextys charge. If the claimed unit is defective for external related reasons or it works properly, it will be returned at Customer's expense.
- The goods must be shipped in original and/or appropriate package.
- The goods will lose the warranty if returned with obvious tampering.
- Nextys reserves to provide all information about findings only after goods reception.
- In case of defects not covered by the warranty Nextys submits to the customer a repair cost estimate after checking the unit. The offer remains valid for 15 days.
- The Customer, once accepted the quotation, agrees to comply with all the terms.
- Reports: **by request** - customers may receive a failure analysis report regarding the claimed unit. Such reports will be charged 50.00 Euro each.

### Terms:

- For any product that will be returned without this module correctly filled, a management fee of 50.00 Euro will be charged to the Customer.
- If the product is returned and it works properly (independently if under or out of warranty), a management fee of 30.00 Euro will be charged to the Customer.
- If the product is out of warranty and not repairable, the costs of returning the unit will be under Customer's responsibility.
- If the product is under warranty, but evidence of an incorrect use of the product is found, we will submit a repair cost estimate. Only after accepting our estimate it will be repaired.
- If the product is out of warranty, but repairable, we will submit a repair estimate. Only after accepting our estimate it will be repaired.
- All repair estimates are valid for 15 days, after which it will be applied a surcharge of 15%, as alternative the defective goods will be returned to the sender and the costs of management and returning will be under Customer's responsibility.