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RETURN MATERIAL AUTHORIZATION PROCEDURE (RMA)

Warranty on **Optec SpA** products is 12 months, as stated in the sale general conditions.

Optec SpA has the following Return Material Authorization procedure:

- 1. Before returning any item, please ask for a **RMA-number**, visiting our web site <u>www.optec.eu</u>, section "Customers", or calling our QA department.
- 2. Fill-in the form, clearly specifying the problems for each item and send this form together with the products.
- 3. **Important:** the product should be labelled with the original label, which includes Part Number and Serial Number. If this information is missing, we cannot process the RMA.
- 4. If the items have been tampered with or components are modified, warranty expires.
- 5. Repairs under warranty are free of charge.
- 6. In the case items are returned out of warranty or have been damaged by the customer, failure investigation costs will be charged.
- 7. Repairs out of warranty will be evaluated and an Offer will be provided.
- 8. Items not in warranty, will be repaired only under regular PO based on the Offer.
- 9. In the case missed PO, the items are shipped back 15 days after the proposed Offer.