TRIOTRONIK Computer und Netzwerktechnik GmbH
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A-8160 Preding bei Weiz Fax: +43 3172 42299-11
www.triotronik.com office@triotronik.com

RMA Conditions

Defective goods are repaired, sent in for repair or exchanged. A credit note is only possible in excepational cases and with approval of the management.

1. Goods

- *Which good qualifies for RMA?*
  - Test positions
  - Incorrect delivery (must be reported within 3 days)
  - Defective goods
- *Which good does NOT qualify for RMA?*
  - Damage in transit has to be reported immediately to the delivering freight forwarder. Please check the goods upon delivery. After accepting the goods, damage cannot be complained anymore.
  - Please note that mechanical damage, liquid damage and damage caused by external interference or surge (lightning) are not covered by our warranty.
- Please make sure that the Pre-RMA troubleshooting process is accomplished before returning the goods. Should our technicians find any errors that could have been solved by accomplishing the Pre-RMA troubleshooting process, we have to charge handling fee as well as transport costs.

2. Package & return delivery

- The RMA number is solely valid for the return of the registered products and does not automatically imply a credit note.
- Please use an over packing and do not attach stickers or damage the original packaging of the product.
- Returned goods can only be accepted if the delivery is paid and if the RMA number is clearly visible from outside.
- Shipments which are not sent back at free delivery (DDP Weiz) are not accepted.

3. Handling fees for not correctly performed return deliveries

- Errors, that could have been solved using our Pre-RMA troubleshooting process: EUR 30 excl. VAT (plus postage)
- Errors, that we are not able to reproduce despite testing: EUR 30 excl. VAT (plus postage)
- Damaged packages, that we need to replace: EUR 20 excl. VAT (does not apply in warranty)
- Incomplete or not originally packed deliverys: EUR 30 excl. VAT (does not apply in warranty)
- Goods, that were not purchased from TRIOTRONIK; goods, that are not included in the RMA request or which are mechanically damaged: EUR 20 excl. VAT (plus postage)
- The amount of the postage depends on the shipping costs in the respective country

4. Accessories & data

- TRIOTRONIK does not hold any liability for any possible loss of data on the customers' devices.
- In case of loss of returned parts, which do not belong to the standard equipment or accessories, TRIOTRONIK does not hold any liability.
- Missing accessories will be charged at list price.

Please send the products at free delivery (DDP Weiz) to the following address:

TRIOTRONIK Computer und Netzwerktechnik GmbH
Energie Straße 10
A-8160 Weiz