

# RMA Request Form

Your reference	Incident date	Quantity returned	Product name

Your contact details			
Name	Address	Phone number	E-Mail

Serial number	Fault description (reasons for return) *

Warranty repair-request	If „Warranty repair-request“ please choose
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> on receipt of goods / initial setup <input type="checkbox"/> after use: ____ days, ____ hours

Required action(s)

Issued date	Issued name/initials

Decontamination declaration	
The undersigned certifies that the equipment above has been cleaned and decontaminated of all chemical, biological and radioactive contaminants and also certifies that the returned unit is safe for unprotected human contact. If unknown is declared then a check and preventive cleaning will be performed.	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Checking/Cleaning fee will be CHF 890.- if the check revealed that the device arrived dirty</b> Please note that this fee does not include the costs of returning the equipment.	

* Remarks			
Invoiced fee for inspection and administration of any repair quotation out of warranty time, should the repair be rejected:			
Modules, BIG25/35, Tarsius:	CHF 640.-	PLRF, Moskito, GonioLight:	CHF 800.-
Vector:	CHF 1'700.-	Gyroscopes, Sterna, Moskito TI:	CHF 1'430.-
JIM-LR:	CHF 1'900.-	All others:	on request

If no-fault-found (NFF) is reported	If decision of the customer is disposal
Fixed report costs for all articles: CHF 860.-	Charge CHF 900.- for scrapping the material accordingly

Pending repair go-ahead
Device remains open and "ready to go" within our clean repair rooms for 5 weeks after offer. In the 6th week we will provisionally close the device and store it in a specific area. Service storage costs of CHF 50.-/week will be added to the repair cost or inspection fee.

