

## Conditions and important notes for fast and smooth service processing

### In order to process your complaint, you have to request the RMA-number in advance.

Only by providing you with an RMA number we can guarantee that your return will be processed quickly. This authorises you to send the registered items to our company, but does not automatically give you the right to a credit note or similar. A decision on this can only be made after we have inspected the returned goods.

All goods must be professionally packed and sent in compliance with the ESD guidelines (ESD standard IEC/TS61340-5-1 Electrostatics) and the packaging guidelines DIN EN 22248. Goods that do not comply with the above packaging guidelines must be treated as total failures in accordance with our quality guidelines, as any damage caused cannot be determined.

### After inspection of the returned goods, you will be informed of the further procedure:

- \_ Replacement or credit note for justified Warranty claim
- \_ Unfree return; scrapping/disposal of the goods; If repair is possible, we will inform you about costs.
- \_ In case of unauthorised returns, or caused by customers fault, we reserve the right to charge a test/handling fee of € 75,-



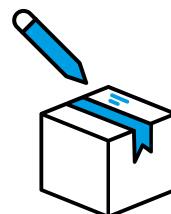
**Step 1**  
**Fill out the form**  
Complete the RMA-Form and attach pictures of damage and a detailed description of the fault.



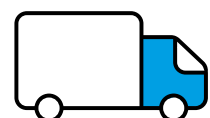
**Step 2**  
**Request RMA number**  
Send to [rma-service@hy-line.de](mailto:rma-service@hy-line.de) and request the RMA-No.



**Step 3**  
**HY-LINE will check your request**  
Afterwards you'll get the RMA No. and a delivery address.



**Step 4**  
**Transport packaging**  
Highlight RMA No. large and clearly on the transport packaging.



**Step 5**  
**Parcel delivery**  
Send the package to the address given to you. Transport costs need to be paid by customer. Enclose a detailed description of the fault.

# RMA Request

## Complaint/Repair



HY-LINE Technology GmbH  
Inselkammerstraße 10  
82008 Unterhaching | Germany

### Necessary information when sending in a complaint/repair

Company	Customer-No.
Place	Invoice-No./Date
Contact/Commercial	Contact/Technical
Phone:	Phone
eMail	eMail

Quantity	HY-LINE Part-No.	Serial-No. / Datecode / LOT-Nr.	Detailed Failure Description
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
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For several series numbers use a Excel Form

Date  
\_\_\_\_\_

**Failure-Report reques**  
Forthis, we need detailed application conditions from you (circuitdiagram, environment, etc.), as well as conditions in the case of item failure.

**By submitting the RMA-Form, the conditions of the return procedure have been acknowledged and accepted.**