

Conditions and important notes for fast and smooth service processing

At the end of the test period, the goods may of course be returned to us “unfree return” in a complete, undamaged, i.e. saleable condition. After successful return delivery, you will receive a credit note for the invoice that you received with the loan. We cannot accept goods that are incomplete, damaged or not in a saleable condition. In this case, the goods will be returned to you and you are obliged to pay for them. There is no charge for testing. Transport costs need to pay by customer.

An RMA number must be issued in advance in order to process your return of renting.

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.



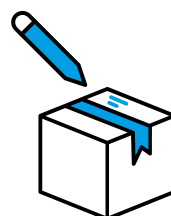
Step 1
Fill out the form
Complete the RMA-Form.



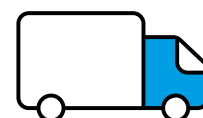
Step 2
Request RMA number
Send to
rma-service@hy-line.de
and request the RMA-No.



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 pay by customer.

RMA Request

Rental Agreement



HY-LINE Technology GmbH
Inselkammerstraße 10
82008 Unterhaching | Germany

Necessary information when sending in a rental device

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

Quantity	HY-LINE Part-No.	Serial-No.	Your notes
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
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_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

For several series numbers use a Excel Form

Date

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