

# RMA Repairs

## Sender

Company		
First name	Last name	Department
Address		
ZIP code	City	Country
Phone	Fax	Mobile
Email		

## Delivery address if different than above

Company		
First name	Last name	Department
Address		
ZIP code	City	Country

## Please check the appropriate boxes

The product is still under warranty.  
 The information is entered correctly.  
 The faulty system will be returned as soon as possible, with the return sticker attached.

The warranty of the system has expired.  
 A Price quote for replacement or repair should be sent to the above mentioned address.

Yes we agree to the general conditions of the RMA procedure defined by AEG PS.  
 The general terms and conditions are mentioned at the back side of this document.

## Product information

Product name

Serial number

Date of purchase (dd.mm.yyyy)

# RMA procedure: general term and conditions

## 1. Products

Repairs can be made for all products supplied by AEG Power Solutions.

## 2. Repair registration

Customers can download the RMA form at [aeg-ps.nl/service](http://aeg-ps.nl/service) or can request a copy via mail or Fax. The RMA form has to be totally completed by sender and returned to AEG PS NL in Zwanenburg, The Netherlands.

Telephone Service centre: +31 204077859

Fax: +31 204077865

## 3. Delivery time

Delivery time will vary depending on the type of product.

## 4. Delivery method

The Repaired or replacement unit will be sent by carrier or parcel service. Should the equipment still under warranty, AEG PS NL will prepay the cost for a one way transport within The Netherlands.

## 5. Return delivery

Faulty units should be returned to the following address:

AEG Power Solutions B.V.  
Service Repair Department  
Veneweg 68  
11 61 AK, Zwanenburg  
The Netherlands

## 6. Warranty

In case of a replacement, the warranty period of the original unit will be extended. The warranty period will not start anew.

## 7. Non returned units

Should the faulty unit not be returned at AEG PS NL service centre within 14 days after receiving the replacement unit, AEG PS NL will invoice the new price of the replacement unit.

## 8. Non-registered returns

The processing time for a non-registered returns can go to 8 weeks. AEG PS NL will make an offer if replacement is necessary. Should there be no reaction to this offer within 2 weeks (order or other decision), the returned units will be sent back at the senders expenses.

## 9. Fault analysis

AEG PS NL carries out a fault analysis on the returned System for quality assurance. Customers are not entitled to receive a detailed fault report.

## 10. Regulations

With the return of a unit to the AEGPS Service centre in Zwanenburg the sender accepts the conditions above.

AEG Power solutions B.V.

Weerenweg 29  
1161 AG Zwanenburg  
Netherlands

Phone: +31 (0)20 - 4077 800  
Fax: +31 (0)20 - 4077 801

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