

1.1. Introduction

This document concerns authorized TC service partners, only, and may not be shared with third parties without prior written approval from TC Electronic.

1.2. Policy

All products or spare parts returned to TC Electronic shall always be returned via an RMA.

Service partners who wish to return a product or spare parts to TC Electronic, must first contact the TC Sales Department to open an RMA case: <http://www.tcelectronic.com/salescontacts.asp>

The issued RMA number will only be valid for a short period of time; the defective item must be shipped within 15 days after receiving the RMA number.

It is the responsibility of the service partner to ensure that the shipping box and shipping papers are properly labelled with the RMA number in question.

Products are returned to TC Electronic without an RMA number, may be refused and returned.

If the service partner is set up to prepay before the service product is returned, the product will only be available for prepayment and return, for a period of maximum 6 months. After 6 months the product will become the property of TC Electronic and will no longer be available to the service partner.

1.3. RMA handling

The following describes how products and spare parts returned via an RMA, are handled:

Defective, under warranty:	No credit if repairable;
Defective, out of warranty:	No credit if repairable;
Stock balancing:	Will be credited;
Demo goods returned:	Will be credited, if invoiced;
Spare parts, stock balancing:	Will be credited;
Spare parts, warranty:	Will be credited;
Dead on arrival, DOA:	Will be credited.

Credits in the above examples, will be issued only according to the policy laid outlined in the "Product Service Policy", "Spare Parts Service Policy" and "Returned Products Grading Policy" documents.

1.4. Updates

This document may be updated and further information added, in the future.

Last update: January 13th 2009, by Henrik Midtgaard – henrikm@tcelectronic.com