

TC Exchange program

Has to be used in matters:

- a. DAO
- b. Non repairable products
- c. Warranty spare parts

How to get an exchange:

1. New Order is made with the normal retail sales price.
2. RMA number is given to the returning product.
 - a. The RMA9xxx order is made, which is identical to a credit note
 - i. Type and serial number information has to be provided, in order to get a RMA number
 - ii. Failure description has to be provided, in order to get a RMA number
 - iii. The RMA amount has to match to the order above (retail price)
3. After TC stocks has received the product, and checked up the: RMA, serial number and notes, the credit will be released.