

The following are terms and conditions for Eurotech Return Materials Authorizations (“**RMA**s”) (“**RMA Terms**”) and incorporate the Standard Terms & Conditions of Sale current at the time (“**Standard Terms**”). In particular, any repairs are subject to these RMA Terms and the Standard Terms.

### **Interpretation**

The following definitions shall apply to these RMA Terms and to any contract incorporating the same:

“**Product Return Form**” means the return form available on Eurotech’s website:

<https://www.eurotech.com/en/support/rma> to accompany any Defective Goods returned in accordance with these RMA Terms.

Otherwise, the defined terms used in these RMA Terms shall have the meaning given in the Standard Terms.

### **General Terms and Conditions**

- All returns must be pre-approved by Eurotech. Eurotech will respond with an RMA number and a list of unit authorized for return, and return shipping instructions.
- Returns must be packed in sturdy, ESD-safe containers. See Packaging Requirements, below.
- All returns must be accompanied by a copy of the Product Return Form.
- Eurotech’s liability under these RMA Terms is limited in accordance with the relevant provisions in the Standard Terms.
- These RMA Terms and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims), shall be governed and construed in accordance with the laws of England and the parties agree to submit to the exclusive jurisdiction of the English courts.

### **In Warranty Repairs / Potential Repair Charges**

By accepting our RMA approval and returning your Goods for Warranty repair, you, the customer, acknowledge that the following conditions will result in additional charges and the Warranty shall not be valid if during the receiving, analysis, or repair of your units, it is determined that:

1. Customer damage or misuse, either through handling, hookup, mechanical damage, EOS/ESD, or otherwise was the reason for failure;
2. ESD/EOS or customer processing corrupted the Goods, and software reloading was required;
3. Rework of the Goods performed by the customer resulted in the need for return and repair;
4. Product labels have been damaged or removed;
5. There is no fault found with the Goods;
6. Any defect arose as a result of fair wear and tear, or the goods have been corroded;
7. Any defect arose as a result of any of the causes listed in clause 3.6 of Eurotech’s Standard Terms & Conditions of Sale;
8. We will not accept contaminated products.

In the event that our inspection of the Goods reveals that the Warranty does not apply, you will pay for the time involved in such inspection at the rates below for Non-Warranty Repairs. You understand that we cannot know, or estimate for you, beforehand how long any inspection will take.

### **Non-Warranty Repairs**

Non-Warranty repairs require a purchase order for analysis and repair. If major components need to be replaced at additional cost, we will contact you prior to the repair.

Non-Warranty repair charges are calculated as follows:

For boards: £75.00 per hour, plus cost of materials used. Our minimum charge is £75.00 per item.

For systems: £100.00 per hour, plus cost of materials used. Our minimum charge is £100.00 per item.

Goods determined beyond repair will be returned and charged at the minimum rate.

## **Payment**

All payments and charges under these RMA Terms are subject to and to be made in accordance with clause 8 of the Standard Terms.

## **Shipping to Eurotech**

Delivery to Eurotech is always made at the customer's expense and risk.

## **Return Shipping to Customer**

Delivery of Warranty repairs will be made at Eurotech's expense.

Delivery charges for Non-Warranty repairs will be added to the final cost estimate.

Any repaired or replacement Goods supplied to the customer by Eurotech are supplied in accordance with the Standard Terms.

## **Validity**

Any RMA number is valid for 90 days from its date. If after this period of time we have not received the Goods, the customer will be required to request a new RMA number.

## **Further Questions**

For further information, we invite you to create an account on our Help Desk Centre (<https://support.eurotech.com>) and Submit a Request.

## **Packaging Requirements**

Use industry-standard packaging for shipping of Goods back to Eurotech. This includes:

- Placing circuit board Goods inside individual, metalized, static shielded bags.
- Packing every item with cushioning to prevent movement or contact with other items in transit.
- Using sturdy, corrugated cardboard shipping containers with one to two inches of packing material around all exterior sides.
- Packages must contain no additional Goods than those approved in the RMA number.

Shipping damage or lack of ESD-safe packaging will void the Warranty.

Any modifications done to the product by the customer will also invalidate the warranty.