

Dear valued customer,

To process the maintenance of your product or warranty claim, it is necessary to ask for an RMA (Return Material Authorization) number **before** returning any goods to us. To provide you with this number please:

- Complete the attached document and fax it to us
- After receiving the RMA number please mark the package and accompanying documentation clearly with issued RMA number

Please keep in mind, that only with this RMA number we can guarantee a fast processing. Even if the RMA authorized you to return products to us, this does not automatically means that we accept your warranty claim. Final decision can only be made after inspection and test of the returned goods.

- In case of warranty the products will either be repaired or you will get new products free of charge.
- If the product is defective, but it is out of the warranty period or product has been destroyed by not recommended usage or changes, we can offer the following:
 1. Quotation of repair costs, if possible
 2. Scrapping and disposal of the product
 3. Returning the product (on your account) for further usage in your company
- If the product is ok and therefore no warranty claim appears, we will return it on your account. In this case a handling and testing fee of Euro 75,00 will be charged.

Any goods returned to us have to be packed accordingly the ESD guideline (ESD-Norm IEC/TS61340-5-1 Electrostatics)!

Returned goods not packed accordingly too the above mentioned guidelines, will be returned to you on your account, as we have to handle them as defective because of possible static damage, accordingly to our quality guidelines.

RMA-No.: _____

Date: _____

HY-LINE Computer Components Vertriebs GmbH
Inselkammerstr. 4
D – 82008 Unterhaching
www.hy-line.de

Tel. +49 89 614 503 40
Fax +49 89 614 503 50

To be filled out by applicant:

Customer

Customer-No. _____

Company _____

Contact person _____

Street _____

Zip Code / Town _____

Phone/Fax _____

e-mail _____

Essential information for return

Invoice-No: _____ Date of invoice: _____

| QTY | Item-No. | Serial-No. | Datecode | Lot# | Kind of failure* | Wrong de- livery |
|-----|----------|------------|----------|------|------------------|---------------------|
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*) please, attach a detailed description of failure

Do you want a failure analysis: Yes No

(To doing so we need a complete description of your application accompanied by circuit diagram, voltage levels and so on, as well as environment conditions (e.g. temperature, humidity) at the time of failure appearance.

By signing this document I declare, that I have understood the condition of the RMA procedure and agree with it.

Place, Date

Signature of the applicant