

# Return RMA Returns Policy

Dear Customer,

To be able to process returns within the warranty quickly and without errors, please note the following information:

- Please fill out the RMA form completely from the homepage. Please do not forget to confirm that you have read and accept the RMA return policy.
- As far as possible, please send a picture in operative condition to assess the error.
- After we have checked the information in the RMA application, you will receive a return number.
- Please enter the return number / RMA number in the RMA form and print out the RMA form.
- Please send the defective goods together with the completed RMA form to the specified address.

## **Please note for shipping and warranty:**

- Please follow the given process. This helps to avoid unnecessary costs and we can process the process efficiently so that you can get your good back quickly.
- Please note that all screens 27" and larger may only be transported upright. They must be packed on pallets, secured with straps or other suitable material and are not approved for shipment with parcel services. If these transportation instructions are not followed, we will be forced to charge you for any damage incurred.
- Please ensure that the returned goods are securely packaged and that any necessary ESD requirements are observed when handling and packaging goods. We do not accept any liability for transport damage caused by inadequate packaging of the returned products.
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- Translated with DeepL.com (free version)
- Please send the goods **free** to the address given.
- We do not accept goods that are not prepaid.
- Please make sure that the fully completed RMA form is included with the shipment. An RMA form that has not been completed will delay processing.
- The process begins when all information is available.
- Please note that the return delivery number / RMA number is valid for 4 weeks. If the return of the goods takes longer, we ask that you make a new request for return delivery so that a new process number can be assigned.
- Products that are within the warranty and for which a defect can be identified will be repaired or replaced.
- Credit notes are only created in exceptional cases when a repair or replacement is not possible.
- The warranty period for components is usually 12 months, for monitors and end devices 24 months, each from the delivery date.
- If we cannot accept a warranty claim, we will contact you to coordinate the further procedure.

**Please note: No warranty if:**

- the items are outside the warranty period.
- the packaging shows damage upon delivery to the customer. Transport damage must be claimed from the delivery agent, especially if the products are mechanically damaged.
- incoming goods have been damaged by improper packaging (the following are required: antistatic bag, foam, impact-resistant outer packaging.)
- the products were changed or damaged (or software was imported that was not part of the scope of delivery).
- the product was opened by customers or a third party without authorization.
- the product has been used incorrectly or if the product is misused (non-observance of the operating and installation instructions, improper storage, or cleaning of the product).
- there is a permanent display of still images or parts of images (burn-in effects).
- there are accessories or other components that are not part of the product (e.g. packaging, batteries).

If no error can be found in the returned goods within the warranty period, the following costs arise:

- Review costs € 150.00
- Any test fee from the supplier
- Freight charges

You will incur the following costs for products without warranty:

- Repair costs at cost plus material costs according to quotation (if repair is possible)
- Inspection costs € 150.00 (for cost estimate if no repair is desired)
- Freight and packaging costs
- If we have not received a decision regarding the repair within 4 weeks of receipt of the cost estimate for a repair, we will return the goods to you unrepaid.

We always strive to process the processes as quickly as possible. Please note, however, that in some cases, if products or spare parts are not in stock, a processing time of up to 12 weeks can be expected.

Thank you for your attention and understanding!

FORTEC Integrated GmbH

Our company network supports you worldwide with offices in Germany, Austria, Switzerland, the UK and the USA. For more information please contact:

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