

# RMA form



By filling out this RMA form, you can apply for an RMA number to return one or more goods to de Jong DUKE.

\* = fields are required (with RED borders)

## 1. Items to return

You can return multiple parts with the same part number with only one RMA form. If you want to return parts with different numbers you need to fill in separate RMA forms for each part.

Choose the reason for return\*

Number or description broken part\*

Serial number(s) of machine (s)\*

Please describe your problem\*

*Please give a clear description of the problem. Only the term 'defect' is not sufficient. By giving a clear description we can handle your RMA request as efficiently and quickly as possible. No clear description can lead to delays in your RMA request or rejection of your warranty claim.*

## 2. Warranty

Date of purchase

Claim warranty      YES              NO

Choose a warranty option:

OPTIONS:

**Please send new part** - The replacement part will be sent, **AFTER** we have received the old part and if the guarantee applies

**Please issue credit** - A credit will be issued, **AFTER** we have received the old part and the guarantee applies

**Please send an advance replacement as soon as possible** - Advanced replacement is a normal order. You will receive a normal invoice for this order, which must be paid within the set term. You can choose this if you do not already have the defective part, but need the new part quickly. You can return the defective part later. At that moment you can still opt for a credit or a free replacement product

### 3. Contact details

Contact person\*

Email\*

Phone number

Additional remarks (For fastest delivery, please include your address here)

**Important:** Always wait with sending the defective part until you have received a confirmation from us with shipping instructions and a RMA number. We strive to do this within 24 hours. Not in all cases we will require you to return the defective part in order to make use of the guarantee.

**Important:** If we have not received the parts within 8 weeks, the authorization to return parts expires and you must submit a new request.

- I accept the RMA conditions (see next page).

Make sure to fill in all the required fields, save the PDF and send it to:

[support@dejongduke.com](mailto:support@dejongduke.com) (US customers only) or [support@dejongduke.nl](mailto:support@dejongduke.nl) (all other customers).

# RMA Conditions

Before returning a product to de Jong DUKE, you must first apply for an RMA number. The RMA procedure is set up to improve registration and organization of returns. The RMA number is a unique number that serves as an authorization code and should also be used as a reference on your return. A request for return can only be submitted via the online RMA tool. You will receive an email confirmation of your request followed by an RMA document with an RMA number. After receiving the RMA, please return the product within 5 working days.

## **Dispatch**

Please make the RMA number visible on the outside of the shipment. And send a copy of the RMA form with the article(s) you return. You are responsible for an adequate shipping method. Please ensure proper packaging. The costs of this shipment and the risk of damage during transport are on the customers' account. Unstamped goods are not accepted.

## **DOA (Dead On Arrival)**

A DOA is accepted only if the product is unused and complete, returned in the original packaging.

## **Warranty**

Full or partial credit will only take place after final review and approval by de Jong DUKE. The payment term on the original invoice will be maintained. Warranty applies only when the product is not (properly) functioning anymore and is used under the conditions recommended by de Jong DUKE. De Jong DUKE products may only be repaired by authorized personnel. In addition, the purchase date may not extend the warranty period. If, after inspection by de Jong DUKE, a product proves to be defective due to improper use, the case will be handled as a repair out of warranty.

Removing or damaging the serial numbers applied to the product, warranty seals, barcodes and so on, will declare the warranty invalid. The same applies to damaged packaging. The product should not contain any barcodes or stickers other than de Jong DUKE applied itself. The exchanged or repaired product shipping costs are at the expense of de Jong DUKE.

## **Out of warranty**

This settlement applies to products outside the warranty period, or which have damage due to improper use. Before proceeding to repair, the customer receives a quote of the costs. If there is given no agreement on the quote, € 25.00 euro research costs will be charged plus shipping costs when applicable. The warranty service as stated on the RMA form is subject to our approval. The actual guarantee is established upon receipt and investigation of the product.

## **Incorrect delivery**

In case of dual receipt of goods, the RMA procedure applies only if you wish to return the goods.