

## **RMA**

### RMA Request

In case you need to send back to Black Nova defective or damaged goods you'll have to abide to the following RMA number assignment procedure. Any goods returned without RMA number won't be accepted.

### **RMA Number Assignment:**

#### *E-MAIL Request*

Please use **REQUEST FORM FOR RMA (RETURN OF MATERIAL AUTHORIZATION)** and the **RMA Analysis** and send them completely filled to the e-mail shown on Request Form for RMA.

### **Return Conditions:**

You'll receive the RMA number at the address specified in the following 10 working days.

Ship the goods with the RMA number as per the following procedure:

#### **1. Documents:**

- a) Delivery Note (EU members must indicate the VAT number)**
- b) Copy of Request Form for RMA (the RMA number assigned must be indicated)**
- c) Copy of RMA Analysis form (the RMA number assigned must be indicated)**

#### **2. Packaging:**

The boards returned for repair must be packed in an ESD protective packaging in accordance with the ESD regulations (ESD-Norm IEC/TS61340-5-1 Electrostatics). In case of different packaging Black Nova cannot maintain the warranty conditions and cannot extend the 30 days after repair-warranty period for goods out of warranty.

### **Always mark the RMA number assigned on the external box.**

#### **3. Shipping, duties and taxes:**

All shipping, custom duties and tax costs are charged to the customer. Black Nova will not accept deliveries at its charges (to exception of different agreements taken).

#### **4. Repairing time:**

The standard repair time is 20 business days from the date goods are received.

#### **5. Acceptance charges:**

Minimum charges for repair are 25,00 Euro per unit. For non-repairable items there are acceptance charges of 25,00 Euro per unit.

#### **6. Expenses Estimate:**

In case You have asked for an Expenses Estimate, it will be sent to You by fax or e-mail after our Technical Support have had evaluated the material received.

#### **7. Delivery Note (mandatory for the acceptance of goods):**

The delivery note must be addressed to:

**EMT KONTROL ELEKTRONIK SANAYI ve TICARET LTD. STI.**

**Aegean Free Zone, Nilufer sk. 40/15-16 Gaziemir 35410 Izmir, Turkey**

**Tel: +90 232 449 0882 Tax Office: Gaziemir VD 3340501350**

**All goods sent not respecting this procedure will not be accepted.**

**The RMA numbers have a lifetime of two working weeks, after that term without receiving any good the number will expire.**