

TimeTronics RMA procedure

2020v1

Dear customer

To provide a better after sales service, TimeTronics bv implemented an RMA (Return Material Authorization) procedure.

Before equipment is returned to TimeTronics bv, an RMA no. must be requested. Goods sent without a valid RMA number will not be accepted.

To avoid loss or mistakes, we explicitly ask to **list every product** sent to us. Incomplete RMA request can be rejected, so please make sure that you fill out the RMA form accurately. Thank you for your understanding.

RMA request

Please complete the RMA form (TimeTronics RMA form.docx), and email it to support@timetronics.be.

Using the RMA request, the customer confirms that he/she is aware of the warranty conditions and accepts them (applicable to in-warranty repairs).

Confirmation

After receiving your RMA request, TimeTronics bv will return the RMA document with your RMA number filled in.

Dispatch

The customer is responsible for sending the equipment to TimeTronics bv, to the address mentioned on the RMA request.

For shipments outside the European Community, a signed pro forma invoice must accompany the returned goods. The customs HS code applicable is 90314990.

The equipment must be securely packed, preferably in the original packaging/carrying case. Under no circumstances will TimeTronics bv be liable for any loss or damage during transport of the goods.

The RMA number must be quoted on the outside of the package, please use the shipping label on the last page of the RMA form.

The TimeTronics support team

info@timetronics.be
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