

Return Material Authorization (RMA)

Claim/Service Request Form

Clear form

Request Date: _____ Systemlösungen & PSU/System solutions & PSU
RMA Number Elma*: _____ Gehäuse & Komponenten/Enclosures & Components
*will be completed by Elma Electronic AG Drehschalter/Rotary Switches

Contact details:

Company: _____
Address: _____
Contact person: _____
E-Mail: _____
Phone: _____
Customer Reference No.: _____

Product details:

 Please fill out 1 RMA per Product type.

Order-No.(Elma):	
Order-No.(Customer):	
Production-No:	
Delivery date:	
Delivery quantity:	
Affected quantity:	
Elma Part Number:	
Customer Part Number:	
Article description:	
Serial Number:	
Reason for Return:	

Please attach photos and/or videos to your email in the next step.

Type of Request?

Claim Service

Is it a warranty case (customer perspective)

Yes No

What is desired?

Rework/Repair Replacement Credit note

Failure Analysis required

Yes No

Report required 4D / 8D (Chargeable)

4D-Report 8D-Report Feedback

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This section will be filled out by Elma Electronic AG.

Ship to:

Your RMA-Number:

[Click here to send](#)

After sending the form you will receive our confirmation with the dispatch address and your RMA number.

REPAIRS / REWORK Process (RMA)

Elma service is located at our premises in Wetzikon.

When returning products for repair or rework please kindly follow the instructions below:

SHIPPING INSTRUCTIONS

- The shipping costs of the shipment must ALWAYS be paid by the sender.
- The return must contain a delivery note indicating sender information, RMA number, brief description of the detected problem and contact person.
- It should be clearly stated whether a quote prior to repair / rework is required or if the repair should be done immediately, which implies a direct acceptance of the repair cost.

Elma reserves the right to return repairs / reworks that arrive without documentation and any indication.

WARRANTIES

Quality Assurance will verify if the warranty claim is justified or not.

In any case the guarantees established herein shall not cover any damages or operational failures caused by:

- Accidents-, negligence or unintended use.
- Failure due to incompliance with instructions and specifications established in the product's datasheet.
- Modifications and/or repairs not authorized by Elma
- Damages due to fire, floods, earthquakes, atmospheric discharges, actions by third parties or any other reason beyond the normal operating conditions of the equipment and beyond Elma's control.
- Inadequate transportation.

If a warranty repair / rework request does not meet the above conditions, our sales department will issue a pre-diagnosis and repair / rework quote. This quote must always be confirmed by the customer by an official order to proceed with the repair / rework.

Elma reserves itself the right to not repair / rework any product older than 10 years. Repair is subject to spare parts availability.

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REPAIR / REWORK QUOTES

- If the root cause analysis does shows that the returned item has not been damaged, Elma will charge a general fee of 150.- CHF per case. The same rule applies for returned articles where the quote is not accepted and repair/rework will not be executed.
- The item will then be returned to the customer on incoterm FCA.
- All repairs whose quotes have been sent and have not been answered within 6 months will be recycled.

RETURN OF REPAIRED / REWORKED UNITS TO THE CUSTOMER

Once the items are analyzed, the repair quote accepted, and the repair finished, Elma will return the repaired unit:

- By carriage paid if the repair / rework is under warranty (Incoterm DAP)
- By carriage due if the repair / rework is not under warranty (Incoterm FCA)

MISCELLANEOUS

- The receipt of the products does not constitute any acknowledgement of a defect or damage for which ELMA is responsible.
- Any measures to remedy defects shall be taken in addition to the above provisions exclusively on the basis of our General Terms and Conditions (see https://www.elma.com/-/media/who-we-are/terms-and-conditions/de_elma_agb_rev2019_en.pdf) as well as on individual written agreements between ELMA and the customer.

DELIVERY ADDRESS

→ Please refer to RMA request form

CONTACT

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