

Return Material Authorization Request Form



RMA Request Date: _____

Systeme & PSU / Systems & PSU

RMA Number Elma: _____

Gehäuse & Zubehör / Enclosures & Components

will be completed by Elma Electronic AG

Drehschalter / Rotary Switches

Contact details:

Company: _____

Order no.: _____

Address: _____

Production no: _____

Name: _____

Delivery date: _____

Email: _____

Delivery quantity: _____

Telephone: _____

Affected quantity: _____

Reference No.: _____

Elma Part Number: _____ Customer Part Number: _____ Article description: _____

Serial Number: _____ Reason for Return*: _____

Elma Part Number: _____ Customer Part Number: _____ Article description: _____

Serial Number: _____ Reason for Return*: _____

Elma Part Number: _____ Customer Part Number: _____ Article description: _____

Serial Number: _____ Reason for Return*: _____

Elma Part Number: _____ Customer Part Number: _____ Article description: _____

Serial Number: _____ Reason for Return*: _____

Failure Analysis required?

*Please attach photos and videos to the email in the next step.

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 in writing in order to proceed with the repair / rework.

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

REPAIR / REWORK QUOTES

- If Rootcause Analysis does show that the returned Item has not been damaged Elma will charge a general Fee of 150.- CHF per Case. The same applies for Returns where the Quote is not accepted and repair/rework will not be executed.
- The Item will then be returned to the Customer based on Incoterms 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 is 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/chagb2018en.pdf>) as well as on individual written agreements between Elma and the customer.

DELIVERY ADDRESS

→ Please refer to RMA request form

CONTACT

Elma Electronic AG

Phone: +41 79 536 44 26

Email: complaints@elma.ch