RMA request procedure

In order to better process your request, please respect the following points:

🗐 **On the "RMA request" form**

➢ Complete the fields below by computer. **Without this information, the request will not be taken into account.**

Your contact details: Name of the company, administrative and technical contacts, an email address and the address for returning the product
The Delivery Note or Invoice number
The product reference
Serial number
Description of the failure

➢ Return the request by email to **sav-admin@ecrin.com**.

An RMA number will be assigned to you to allow the shipment of the package.
      Warning : no material will be accepted without RMA number

🗖 **Sending the package**

➢ To send your product,

    o Please put a copy of the completed "RMA Request" form inside the box.

    o Put the RMA number on the outside of the box (clearly displayed)

    o Send the material to:

<div align="center">

ECRIN SYSTEMS
<RMA N°>
143, rue Louis NEEL
ZI du Pré ROUX
38920 CROLLES
France

</div>

➢ Please return the equipment in its original packaging or, failing that, in suitable packaging (solid cardboard, anti-static bag for electronic cards and other sensitive equipment, support and protection elements, pallet if necessary, etc.). Do not overlay several materials in a package without interlayers. Check that the material does not move in its packaging. Without these precautions, the warranty may be void in the event of damage.

➢ Do not include cables or accessories unless instructed by ECRIN Systems to help resolve the problem. These additional components should be listed in the "Comments" box. In this case, ECRIN Systems declines all responsibility in the event of loss.

Contact ECRIN : sav-admin@ecrin.com

Date of demand :

Frame reserved for ECRIN

Request : ☐ SAV   ☐ SUPPORT

RMA N°:   SUPPORT FILE N °:

Material: ☐ UNDER WARRANTY   ☐ OUT OF WARRANTY

YOUR CONTACT DETAILS

COMPANY :
Adress :

Administrative contact :
Phone number: E-mail:

Delivery address (if different):

Technical contact:
Phone number: E-mail:

ADDITIONAL INFORMATION

(Specify "N / A" for the fields which do not concern you)

BL number or Invoice:	Your NC(NonCompliance) number:
Support File N °:	N ° Specific maintenance contract:

COMMENTS

(For on-board products, please specify the OS, RAM, additional accessories or any other useful information for receiving and returning the chassis)

REASON FOR RETURN

(Specify if the failure occurred on the first start-up and give a precise description of the finding)

Quantity	ECRIN / CLIENT product reference	Serial number	Description of the fault

RMA Terms and Conditions

✓ Please check that you have filled in the fields according to the procedure (page 1). You will be assigned an RMA number after processing this document. It must be written on the package. If your material is not returned within 4 weeks of the date of issue of the RMA number, the RMA request will have to be reiterated.

✓ **Case of products out of warranty or under warranty where the user is responsible for the defect:**
- **ECRIN diagnosis on integration**: If your equipment is deemed to be out of warranty (bad use, damaged equipment, warranty period exceeded, etc.) or if no failure is found during the ECRIN diagnosis, **a minimum of € 450 excluding VAT (shipping costs included) will be billed to you (+ additional estimate if the cost of the repair is greater than the lump sum).**
- **Manufacturer's diagnostic on component**: If it is deemed to be out of warranty by the manufacturer (bad use, damaged equipment, warranty period exceeded ...) or if no fault is found, **a minimum of € 450 excluding VAT (shipping costs included) will be billed to you. (+ additional estimate if the cost of the repair is greater than the lump sum)**. When the repair estimate will be communicated to you, you will have 15 days to send us the order, after this period, the parts will be returned to you unrepaired and the fixed price of 80 Euros will still be invoiced to you.