

## 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:

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

➤ 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 : [sales@ecrin.com](mailto:sales@ecrin.com)

Frame reserved for ECRIN

Date of demand :

Request :  SAV

SUPPORT

RMA N°:

SUPPORT FILE N°:

Material:  UNDER WARRANTY

OUT OF WARRANTY

## COMPANY :

Delivery address :

Administrative contact :

Phone number:

E-mail:

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 ensure that you have correctly filled out the fields according to the procedure (page 1). An RMA number will be assigned to you after this document is processed. It must be written on the package. If your equipment is not returned within 4 weeks following the issuance date of the RMA number, the RMA request will need to be resubmitted.

**All products out of warranty or under warranty where the user is responsible for the malfunction will be subject to an offer before being handled :**

- ECRIN diagnostic pack (COTS and/or integrated system): **€500** (shipping included) sent upon receipt of the RMA request. The "ECRIN Diagnostic" order will be invoiced upon receipt of the equipment.
- Offers an additional quote if the repair cost exceeds the fixed amount of €500. A prior request for approval of the repair package will be sent to the customer before the equipment is repaired. When the validated repair offer is 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 a fee of €150 excluding VAT in addition to the ECRIN diagnostic fees will be charged.