



RETURNED MATERIAL AUTHORIZATION (FOR EUROPE) Policy

1. All RMA repairs are done based on this policy.
2. There is no other way accepted, than the way stated here.
3. For all RMA, the customer has to apply for an RMA number with using our RMA form first.
4. We will check whether the power supplies are out of warranty or not. Based on this the following rules are being applied:
 - a. In Warranty:
 - i. We will charge nothing for repair, if the device is defective.
 - ii. We will charge 10€ + freight charge if we do not find any error, even after calling and asking the customer for a detailed description.
 - iii. We will treat mishandled units, or units with warranty seal removed as out of warranty.
 - b. Out of Warranty:
 - i. We will charge 85€/hour, up to 2/3 of the price of a new unit.
 - ii. We will inform the customer about this costs.
 - iii. We will charge for shipment.
 - iv. All payments will be done through COD
 - c. Not repairable
 - i. We will inform the customer and offer a special price for a swap unit / new unit.
 - ii. If the customer accepts a swap or new unit offer, we will not send back the defective.
 - iii. If the customer does not accept a swap or new unit offer, we will ship back the unit when the customer demands but he/she has to pay the freight costs.
5. We don't accept RMA Goods without RMA Number and/or RMA Form. We will ship back to customers and apply the freight costs.
6. We offer 6 months warranty on repaired parts.
7. The customer has to pay additional costs, if he modified the unit, and we are not able to check it without redoing the change.
8. Please ship single modules of redundant power supplies, and not the whole units, if just one Module is defective.
9. We will ship goods via UPS, Post or Dachser.
10. The customer has to inform us immediately, within 2 weeks, if a returned unit is still defective, or has been destroyed on the transport.
11. Please ask any questions concerning RMA and this policy to: rma@zippy-europe.com

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