



## SERVICE REQUEST POLICY

In order to guarantee quality After-Sales service, this document details Sécheron's service-request policy. The policy is applicable for the return of goods for repair as well as any request for service, training, on-site intervention, investigation, etc. This policy may not be applicable to certain customers with specific contracts that preclude this policy.

### 1. PROCEDURE

Before returning any goods for repair, a RMA form (Return Merchandize Authorization) must be filled in by creating a ticket on the contact page of Sécheron website [www.secheron.com](http://www.secheron.com), and selecting in the Help Topic drop down list: **3 (RMA) Return Merchandize Authorization**.

In order to be able to offer the best services, we ask you to complete the maximum number of applicable fields, with as many details as possible regarding the description of the incident. The fields identified with a red star\* are mandatory fields.

Carefully select the appropriate Type of Product in the drop down list to ensure the goods are directed to the appropriate site and that information is sent to the relevant supporting team.

**Note:** It is essential to fill out a form and indicate the service request number per each returned item.

Once the request is completed:

1. Check that all fields are correctly filled.
2. Click on create ticket.

You will receive an automatic message informing you of the ticket number (with this number, the status of your ticket can be checked at all time using the Check Ticket Status button from the contact page).

You will then be contacted<sup>1</sup> by our after sales service who will inform you of the corresponding **service request number** as well as the address where the merchandise must be shipped.

This **service request number** must be communicated with each subsequent correspondence (the ticket number will no more be used).

The **service request number** is valid for a period of 3 months from its issue and will be automatically deleted if we have not received any goods for repair during this period.

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<sup>1</sup> Regular response time 24h, working days only.



## **2. REPAIRS**

### **Goods under warranty:**

Goods returned during the warranty period and whose defects are covered by the warranty will be repaired or replaced free of charge.

### **Goods not covered by warranty / for repair:**

Sécheron will inform you by a written quote of the amount and the cost of the repairs, upon receipt of the purchase order, repairs will be carried out. We cannot repair merchandise without having received written commitment (purchase order). Returned material for which we have not received a purchase order within 4 months after sending our quotation will be returned to the customer in the condition it was received, freight collect.

## **3. TRANSPORTATION COSTS**

Material returned to Sécheron for warranty repair is permitted to ship freight collect at Sécheron's expense provided that the logistics are organized by Sécheron and that after Sécheron's analysis material is determined to be covered under warranty.

If the goods are covered under warranty, the costs of returning the material from Sécheron to the client will be paid by Sécheron (INCOTERM: CPT - name of location) unless otherwise indicated for customers with specific contracts.

If the goods are not covered by the warranty, the cost of returning the material from Sécheron to the customer will be paid by the customer (INCOTERM: EXW – name of Sécheron premise) unless otherwise indicated for clients with specific contracts.

## **4. PACKING**

All materials must be sent by the customer in suitable packaging, so as to protect them against risks of transportation damages.

Electronic products should be returned in anti-static packaging, in accordance with ESD standards (Electrostatic Discharge).

## **5. MATERIAL ON LOAN**

In the Event that Sécheron lends equipment to a customer during a repair, any loaner equipment must be returned to Sécheron no later than two months after the original material has been shipped back to the customer in repaired condition. After this period, the loaned item will be invoiced to the customer at list price or in accordance with any current customer pricing agreement.