

**ASSA ABLOY**

*This form has to be completed if you wish to return goods to **AdvanIDe** for quality reason*

**Please fax to: + 65 / 6738 0090**

**AdvanIDe Pte Ltd**

**Attn. AdvanIDe Customer Service**

<b>-1-</b>			
FROM/REQUESTOR			
COMPANY			
STREET			
COUNTRY-ZIP		CITY/COUNTRY	
PHONE		FAX	
CONTACT/EMAIL			
<b>AdvanIDe Delivery-note #**</b>			

*\*\*a copy of the invoice must be attached to the RMA INQUIRY FORM*

<b>-2-</b>			
REASON FOR RETURN*			
QUANTITY			
LOT-NO. (if available)			
REMARKS			

*\*please enclose a detailed failure report to this inquiry, this can shorten the verification time!*

	I have read your RMA Guidelines attached
Date and City	Signature

## General RMA Guidelines

### 1. RMA number assignment:

- The RMA number is given to you with an official RMA-Acknowledgement within 3 business days after receipt of RMA inquiry form. If we cannot approve and authorize a return, our Product Management and/or Customer Service will contact you promptly.
- Please enclose a detailed failure report where applicable, this can shorten the verification time.

### 2. Return consignment:

- RMA number must **NOT** be written on original packing of the product.
- Please place a copy of the RMA Acknowledgement on the outside of the consignment to be returned.
- RMA number given is valid for **14 days during which item(s) must be returned**.
- Item(s) to be returned freight paid (CIP AdvanIDe Warehouse) to the address stated on the RMA Acknowledgement.

### 3. ESD-Protection/Transport Packaging:

- **Electronic Components:** Returned item(s) must be properly packed in accordance with ESD-guidelines. AdvanIDe will not accept any return shipments of products that are not wrapped in ESD-compliance packing where applicable.
- **Modules:** Modules must be packed on a so called "Paltainer" (e.g. INKA Mini Pallet). Please do not ship Modules w/o a pallet system. For detailed packaging information, please contact us.
- AdvanIDe will not accept any liability for items that are not returned in satisfactory manner. Please use the original packing for your shipment. All products not correctly packed will be returned to sender without processing.

### 4. RMA Inquiry form:

- Forms can be obtained at you local sales office.

**AdvanIDe reserves the right to charge a handling fee of EUR 50,00 for unauthorized / unwarranted / unaccepted and incomplete return consignments. Any potential additional costs for tests are charged according to effort and time involved. However, time and cost intensive analysis will only be entered into after discussion and prior agreement with the customer.**