

RETURN MATERIAL AUTHORIZATION (RMA) PROCEDURES

1 REQUEST FOR REPLACEMENT/REPAIR

Return notifications must be communicated, only and exclusively, through the form "Return Material Authorization" (RMA) shown on the following page, duly filled-in and sent by e-mail to repairs@robox.it.

2 PROCEDURES FOR RETURNING MATERIAL

Only after approval has been granted by Robox S.p.A., the Customer may proceed to the shipment of the material in accordance with the following instructions:

- ✓ the return request form (RMA), approved by Robox, must be included in the shipment;
- ✓ the cause on the bubble must state as the reason for the return
- ✓ the dispatch description on the delivery note must be "RETURN FOR REPAIR REASON".

3 DELIVERY TERMS

DAP (Robox S.p.A.) Incoterms® 2010

4 DELIVERY ADDRESS

Robox S.p.A.

Via Sempione, 82

28053 Castelletto Sopra Ticino (NO) – Italia

5 IMPORTANT NOTES

5.1 Robox S.p.a. reserves the right

- ✓ to decide whether to repair or replace the defective item;
- ✓ whether to start or not the repair/replacement process in case the RMA form is not completed in all its parts.

5.2 Returned material will not be accepted if:

- ✓ they are in a condition unsuitable for their analysis (e.g. corroded, contaminated, tampered material);
- ✓ the material has been returned at Robox expenses.

5.3 Timing

Robox S.p.a. undertakes to send to the Customer the repair offer of its devices within 4 working weeks after receiving the device.

In case of real need, it is possible to request a urgent procedure reducing the repairing time to one working week. 15% of extra cost will be added for urgent repair procedures.

5.4 Repair time

Repair time may vary depending on the product family and type, on the damage and on the availability of the components to be replaced. The repair time will be told to the Customer together with the repair offer.

5.5 Third parties' products

Regarding the repair of third parties' products, sold by Robox, Robox will immediately request for the supplier support. The supplier's repair condition and timing are applied.

5.6 "Out-of-warranty" repair

Any repair offer will be done after all necessary functional tests to be carried-out in Robox.

After sending the repair offer to the Customer, Robox will wait for Customer written repair approval or official repair order.

In case the returned device after being deeply tested should be found out as "not repairable", or in case the customer should decide NOT to authorize the repair, **200,00€ will be in any case invoiced to the Customer for the repair checking, testing and management process.**

5.7 "Under warranty" repair

The delivery terms for returning the repaired/replaced material to the Customer are to be considered ExW (Robox S. p. A.) Incoterms® 2010.

The warranty of the Robox device becomes null and void in case it is clear that the device has been tampered or misused by the Customer.

5.8 Warranty of the repaired item

The repaired device is under warranty for 6 months in case the same fault occurs again.

6 NON-COMPLIANT MATERIAL

Technical non-conformities of products provided by Robox should be communicated to Robox through the RMA form duly completed and send to e-mail address repairs@robox.it.

This procedure has been established with the sole aim of making the management of the repair products more efficient and time effective.

The provisions mentioned in this document are part of the Return Material Authorization (RMA) form: by signing it, the Customer accepts these provisions.

Robox S.p.A. is in any case available to agree in advance any other form of assistance and repair conditions in order to support the Customer in the correct usage of its own products and will do its best to meet the Customer's needs under a relationship of mutual cooperation.



RETURN MATERIAL AUTHORIZATION

ROBOX SPA TO FILL-IN IN ORDER TO AUTHORIZE THE RETURN

ROBOX authorizes You to send the material for repair free of charge with delivery terms Incoterms 2010 DAP (Robox S.p.A.).

DATE

SEAL and SIGNATURE

RMA

Following requested information are necessary in order to authorize and start the repair process.

TO BE FILLED-IN BY THE CUSTOMER (each part is compulsory)

Customer name & address
Contact person, e-mail & telephone number

RETURN REASON Repair Technical non-conformity Other (*)

(*)

LIST OF THE MATERIAL TO BE RETURNED (ATTENTION: please list the eventual accessories)

Q.ty	PART NUMBER	SERIAL NUMBER	DEVICE DESCRIPTION and accessories	URGENT(**)	RMA (if many)

(**) See point 5.3 of RMA procedures for the extra costs for urgent procedure

PROBLEM DESCRIPTION

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Robox TECHNICIAN already talked to / in contact with for the problem

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NOTES

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Date

Seal and signature for acceptance of the Repair Conditions