

## Return material authorization (RMA) procedure

### 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](mailto:repairs@robox.it).

### 2 Product identification

To start the RMA procedure correctly, it is essential to uniquely identify the product subject to the request. Our procedure is based on the serial number, which allows traceability.

#### ⚠ Important: Product identification – Robox label

All our products are equipped with a Robox identification label, positioned directly on the device and containing the following information necessary to fill in the form:

- Part number
- **Serial Number**



### 3 Procedure for returning material

Only after approval has been granted by Robox S.P.A., the Customer may proceed to the shipment of the material to:

**Robox S.p.A.**  
**Via Sempione, 82**  
**28053 Castelletto Sopra Ticino (NO) – Italia**

In accordance with the following instructions:

- Robox' RMA reference (**RRxxxxx**) must be noted in your shipping documents
- the term of your shipping documents will have to mark "Goods returned for repair".

### 4 Delivery terms

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### 5 Important notes

#### 5.1 Robox S.p.A. reserves the right:

- to evaluate and 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 materials may not be accepted:

- in conditions unsuitable for their analysis (corroded, contaminated, tampered material);

- the material has been returned at Robox expenses.

### 5.3 Lead time

5.3.1 The quotation will be issued complete with repair lead time and costs only after the item has been inspected/tested by our technicians.

5.3.2 Robox S.p.A., for its own manufactured products, commits to sending the repair quotation within a maximum of 4 (four) weeks from the receipt of the product.

5.3.3 Repair lead time may vary depending on the type of product, the fault identified, and the availability of replacement components, and will be communicated together with the quotation.

5.3.4 Where possible, the express procedure reduces this lead time to 1 (one) week, with a surcharge of 15% of the repair costs.

### 5.4 Quotation

Robox S.p.A., for its own manufactured products, commits to sending the repair quotation within a maximum of 4 weeks from the receipt of the product. Where possible, the express procedure reduces this time to one week, with a surcharge of 15% of the repair costs. The quote will be issued complete with repair lead time and costs only after the item has been inspected/tested by our technicians.

### 5.5 Repair lead time

Repair lead time may vary depending on the type of product, the fault identified, and the availability of replacement components, and will be communicated along with the quotation.

### 5.6 Third-Party products

For third-party products sold by Robox, the company commits to promptly requesting support from the supplier. The repair lead time and procedure will be subject to the supplier's repair conditions.

### 5.7 "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.**

### 5.8 "Under warranty" repair

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.

### 5.9 Warranty of the repaired item

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

### 6 Returning delivery terms

The delivery terms for returning the repaired/replaced material to the Customer are to be considered DAP (Robox S. p. A.) Incoterms® 2020.

### 7 RMA traceability

For updates regarding the RMA, please contact [repairs@robox.it](mailto:repairs@robox.it) proving the **RRxxxxx** assigned at the time of authorization.

### N.B.

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.

