
Complaint handling and RMA processing

(Return Material Authorization)

Dear customer,

Nanotec U.S. does its best at all times to ensure that you receive flawless products. Unfortunately, returns for repair can never be entirely eliminated. In order to be able to handle returns and RMA processing expediently and without any unnecessary delay, we ask you to strictly observe the following procedures:

- Before submitting your return, please carefully check that a defect does actually exist. If there is no defect, we will invoice a qualified technical inspection fee of \$92 plus shipping costs and sales tax.
- Please also fill in your Order Number. Order Numbers left blank do not guarantee that your product/s are still under warranty and can be subject to the \$92 qualified technical inspection fee.
- Transport damages must be notified immediately to the responsible transport company.
- Please request a RMA number by emailing rma@us.nanotec.com. Please always indicate the PO number and the Nanotec part number in order for us to assign you an RMA number. You will then receive a confirmation with the RMA number from us within 24 hours.
- Return the defective goods in sufficiently padded packaging for a UPS shipment.

The following information is required for processing your return:

1. RMA number, completed RMA form (please also attach the RMA number on the outside of the package).
2. Detailed error description (on the RMA form or enclosed on a separate sheet).
3. The correct and complete order number and the correct Nanotec part number.
4. Type of action required (this specification is not binding for Nanotec).

Please note:

If you do not use UPS, please request a return sticker from Nanotec.

- Consignments that arrive at our company as freight collect and consignments without an RMA number will not be processed. We will immediately send them back to the sender.
- We will inspect the goods and repair or replace them. Repairing will take approx. 10 working days. This period may be longer if, for example, replacement parts need to be purchased or if under certain circumstances, the repair is only possible by the manufacturer. Information about the processing status can be obtained from our sales department.

The warranty will become invalid if:

- The goods have been improperly packaged and shipped.
- The specifications for set up and installation, or during operation, have not been followed or damage has been caused by external intervention, or the goods show mechanical damage.

For items that have been modified by the customer, our technical sales department will clarify whether they can be analyzed or repaired by us.

There is a testing fee of \$23.00 for returned motor controllers and motors with integrated motor controllers that come from test samples or incorrect orders.

We cannot give credit for scratched or damaged returns. These will be returned to the ordering party at their expense.

Products that may be contaminated with substances that pose a health or environmental risk may not be sent to us and will be rejected without processing.

Yours sincerely,
Nanotec Electronic U.S. Inc.

RMA form (Return Material Authorization)

Date:	RMA no.:
..... (to be completed by Nanotec)

Sender:

Company:
 Street:
 City:..... State:..... Zip code:.....
 Techn. contact: E-mail:
 Telephone: Fax:

Purchasing information:

Customer no.:	Order/PO number:
Return delivery quantity:	Part number:
Return delivery quantity:	Part number:
If item cannot be repaired:	Scrap Return
Other:	

Advance replacement already received requested

Detailed fault description:

Remedy required: Repair Replacement Analysis Credit note
Type of error: Warranty claim Personal negligence Transport damage
 (Please attach a photo of the damage)

Cost estimate requested? Yes No

The item was modified	Yes	No
UPS return goods sticker is required	Yes	No
Please request the RMA no.		

With the request of the RMA no, you will be sent the UPS return goods sticker **if required**.
 Please always indicate the UPS collection number on this sticker.

Attachments: RMA form Customer delivery note Photo Other

In case of replacement/credit not:

We herewith confirm that the return product has not been used.

Declaration of no objection in the event of a repair

We herewith confirm that the return product is not contaminated with substances that pose a health or environmental risk.

Please note:

- **Without prior consultation, we will only accept the UPS standard shipment.**
- **For non-defective products, we charge a \$92 processing fee.**
- **We only take back unused goods in original packaging for exchange or a credit note.**

Please make sure you enclose the fully completed RMA form in the return shipment and attach the RMA no. to the outside of the package.