



RETURN MATERIAL AUTHORIZATION PROCEDURE

1. When a monitor or component is faulty, we kindly ask you to complete the online RMA request or to fill in an RMA form and fax or email it to Tactile Technologies: fax +27 21 551 2964 – email rma@tactiletech.co.za.
2. An RMA-form can be obtained at Tactile Technologies and can be downloaded at www.tactiletech.co.za in the support section.
3. Upon receipt of the RMA form, a dossier will be opened at the nearest repair center.
4. A unique job number will be obtained from the repair center. This job number will be communicated to you. This number is your reference number!
5. As a carry-in warranty program covers all ELO products, you are responsible for the return of the faulty monitor or component to the nearest repair center. Address and contact details of the nearest repair center are mentioned on the RMA form.
6. Upon receipt of the faulty monitor or component, the repair center will check the received goods for transportation damages. This will be done immediately after receipt.
7. The repair center will then determine if the warranty program covers the failure.
8. If no failure is found, a quotation will be issued to the client with a minimum charge.
9. If covered by the warranty conditions, the unit will be repaired in the shortest time possible.
10. If, for whatever reason, the failure is not covered by the warranty conditions, a cost proposal will be forwarded.
11. Once the monitor or component has been repaired, the unit will be sent back to the confirmed return address (see RMA-form) on condition that the unit has been sent to the repair center in the original packaging. If not in the original packaging, we will ask you to have the unit collected at our repair center.
12. We kindly ask all customers not to include any accessories **EXCEPT** the power supply.
13. Loan monitors are only released after receipt of signed approval of our loan monitor conditions and Tactile Technologies management authorization.

IMPORTANT!!!

14. Please do fill in the RMA-form as complete as possible. A correct serial number, fault description and estimated time of arrival at our repair center are crucial for a full and speedy repair.
15. If no RMA form has been completed prior to arrival at a service centre, an additional admin fee of R150 will be charged.
16. Make sure you have your reference number when contacting us for an update on the repair. This reference number will be confirmed to you shortly after we received your RMA-form.
17. Please keep at least one original packaging set for repairs. We can not return goods to you unless it has been sent to us in the original packaging.
18. If possible, please provide us with Proof-Of-Purchase together with the completed RMA-form.
19. Feedback of the repair will be provided on the delivery note that will be sent to you via email.
20. Goods will be scrapped after 6 months if not collected or if a quotation has not been approved within this time.
21. Tactile Technologies is not insured or responsible for the insurance of goods brought to a service centre.