

New procedure about request of reparation (RMA)

Starting with September 2009 a new procedure is going to be introduced to manage the reparation process for items to be repaired in our laboratory.

This procedure will improve the existing process, allowing faster turnaround time and a better traceability of the reparation flow.

For **each item** to be repaired, before being shipped to our laboratory, a RMA number has to be requested to PRIMA ELECTRONICS, using the dedicated RMA form.

In case of several items to be repaired, a single RMA number will be issued, only if all units have the same part number. In case of different part-numbers, different RMA numbers will be issued.

In order to request the RMA number, you will have to fill the new form "RMA-Form(EN).xls", available on our web site and send it to the email address rma@primaelectronics.com.

The form has some mandatory fields, marked by the symbol "*", as the **PRIMA ELECTRONICS part-number**, its serial number, the declared defect and further details .

RMA requests not duly filled with all required fields, or with item codes different from Prima Electronics part-numbers, will be rejected.

Incoming items to our laboratory without an authorized RMA number will be rejected and sent back to the customer.

All shipping documents shall have to show the RMA number in order to avoid any misunderstanding and improve the tracking of incoming items.

At the reception of the RMA form, our service department will process your request sending the same form back with the assigned RMA number and further details, like the shipping address to send the items to be repaired to.

For any inquiry on the repairing status, please be ready to provide the number of RMA to our staff.

Once the repair is complete, Prima Electronics will send back the repaired item to you, with the needed shipping documents and one invoice for each RMA, at the relevant economic conditions.

This new procedure will be introduced starting September 1, 2009. Please ensure to comply with our instruction since then.

Should you have any question or need of clarification, please do not hesitate to contact our Mrs. Lara Frola at +39-011-9899726 or via email at lara.frola@primaelectronics.com..

Technical Assistance Prima Electronics Spa