GENERAL INFORMATION

**Section 1**

**Warranty products**

Warranty products will be handled under the standard of Olympia Electronics **export terms and conditions of your agreement.**

1.1 Return process for Warranty products without malfunctions

All products that do not face a malfunction will be returned to buyer, with their next shipment.

1.2 Return process for Warranty products with malfunction and Olympia Electronics liability

After consultation with the customer, the products will either be repaired or credit note will be issued.

**1.3 Return process for warranty products with malfunction and customer’s liability**

After consultation with the customer, the products will either be repaired and charged to the costumer or recycled.

**Section 2**

**Non-warranty products**

If Olympia Electronics receives non-warranty goods, customer will be informed about the repairing costs and he will decide, if the products should be repaired or recycled.

**Section 3**

**Investigation fee**

For all above cases Olympia Electronics reserves the right within the RMA to charge investigation fee. This fee covers investigation time and resource needed to identify any problems.

**Section 4**

**Returns management**

Returned products will be held for a period of one month (30 days) starting from the day that the written notification of the status – NCR report is sent, when the product inspection is finished. If this period of time has passed and the customer has not informed us in writing what they want to be done (repair, return or both) then the products will be eligible for destruction-recycling.

**STEPS REGARDING RMA**

**Step 1**

Should you encounter any technical issue with one of our products, contact the Technical Support Department via email [tech@olympia-electronics.gr](mailto:tech@olympia-electronics.gr), or phone +30 23530 51200 ext. 231

Att **Mr. Asterios Theodorou.**

**Step 2**

Our Technical Department will contact and advice you about the procedure you have to follow.

**Step 3**

You will receive then an RMA-form including your assigned RMA-number.

**Step 4**

Please fill in this form and sent it to [rma@olympia-electronics.gr](mailto:rma@olympia-electronics.gr). **Also, this form hast to be included in the package of the returned goods.**

Missing information can delay processing of your RMA.

**Shipping instructions:**

All goods should be shipped direct to our premises: Olympia Electronics SA

72o Km ONR Thessaloniki- Katerini Eginio - Pieria – Greece, P.O. 60300 Telephone : +302353051200

FAX: +302353051486

E-mail : [rma@olympia-electronics.gr](mailto:rma@olympia-electronics.gr)

RMA Form

**RMA number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |
| --- | --- |
| **Date** |  |
| **Customer Name** |  |
| **Customer Contact Details** | **Tel:** |
|  | **Email:** |

|  |  |
| --- | --- |
| **Customer Return Address** |  |
|  |
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|  |

|  |  |
| --- | --- |
| **Purchase Order number** |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Product** | **Article No**  **(Ordering Code)** | **Warranty**  **(Yes, No, N/A)** | **Quantity** | **Fault Description** |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| 5 |  |  |  |  |  |
| 6 |  |  |  |  |  |
| 7 |  |  |  |  |  |
| 8 |  |  |  |  |  |
| 9 |  |  |  |  |  |
| 10 |  |  |  |  |  |