

## RMA form

MADE BY: DIBIS COMPANIES

VERSION: 2.0

DATE: JULY 2020

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## **WARRANTY POLICY**

### **1. WARRANTY PERIOD**

UNLESS STATED DIFFERENTLY, THE WARRANTY PERIOD IS 12 MONTHS FROM INVOICE DATE.

IF ADDITIONAL WARRANTY IS VALIDATED, THIS WILL BE SPECIFIED IN OUR OFFER OR ORDER CONFIRMATION.

IN SOME CASES THE SUPPLIER OFFERS STANDARD A LONGER WARRANTY PERIOD, THIS WILL BE CHECKED DURING THE RMA PROCESS.

### **2. GENERAL RULE**

RETURNED PRODUCTS SHALL BE TREATED OUT OF WARRANTY AND CUSTOMERS SHALL BE BILLED FOR REPAIR AND SHIPPING CHARGES WHEN PRODUCTS FAILED DUE TO MISUSE, ACCIDENT, IMPROPER INSTALLATION OR UNAUTHORIZED REPAIR

### **3. SUBJECT STATEMENT**

DiBis WARRANTS THAT EACH PRODUCT FAILING TO FUNCTION PROPERLY UNDER SPECIFIED USE, DUE TO A DEFECT IN MATERIALS OR WORKMANSHIP OR DUE TO NON-CONFORMANCE TO THE AGREED UPON SPECIFICATIONS, WILL BE REPAIRED OR EXCHANGED BY DiBis.

### **4. RMA (RETURN MATERIAL AUTHORIZATION) PROCEDURE**

CUSTOMER SHOULD FOLLOW THE STANDARD RMA PROCEDURE, SEE PAGE 3.

### **5. DOA (DEAD ON ARRIVAL) PROCEDURE**

DOA SHOULD BE CLAIMED WITHIN 15 WORKING DAYS FROM INVOICE DATE. IN ANY OCCASION, DOA SHOULD FIRST BE VERIFIED WITH DiBis FOR CONFIRMATION. DiBis WILL CHECK THE DOA PRODUCT WITHIN 5 WORKING DAYS (UNLESS OTHERWISE CONFIRMED) AND RESEND FROM STOCK OR SEND A CREDIT.

### **6. DELIVERY CHARGE**

EACH PARTY SHOULD PAY FOR ONE-WAY FREIGHT CHARGE WITHIN THE WARRANTY PERIOD, UNLESS OTHERWISE SPECIFIED. IN GENERAL DiBis WILL PAY FOR THE SHIPPING COST TO AND FROM FACTORIES.



## PLEASE READ THE FOLLOWING STEPS THOROUGHLY BEFORE RETURNING!

### STEPS 1 ~ 6

#### 1. APPLY RMA

TO RECEIVE AN RMA FORM, CUSTOMER MUST CONTACT DiBis FIRST VIA [rma@dibis.eu](mailto:rma@dibis.eu). THE RMA PROCEDURE WILL BE STARTED AND A UNIQUE RMA NUMBER WILL BE GENERATED.

#### 2. ENTERING INFORMATION

THE RMA FORM NEEDS TO BE FILLED OUT AS COMPLETE AS POSSIBLE. NOT DOING SO MAY CAUSE DELAY OR REJECTION.

#### 3. VALIDITY

REJECTED GOODS NEED TO ARRIVE AT THE DiBis WAREHOUSE WITHIN 2 WEEKS FROM RMA ISSUE DATE - AFTER 2 WEEKS THE RMA FORM AND NUMBER ARE VOID.

#### 4. MINIMUM CHARGE

IF THE DEFECT HAS OCCURRED DUE TO WRONG HANDLING OR MISUSE BY CUSTOMER OR END-USER, A MINIMUM CHARGE OF **EUR. 50,00 / USD. 60,00** IS APPLICABLE.

#### 5. PARCEL INSTRUCTIONS

- ✓ THE RMA NUMBER NEEDS TO BE CLEARLY VISIBLE ON THE OUTSIDE OF THE PACKING MATERIAL.
- ✓ PLEASE ENCLOSE THIS RMA FORM IN OR ON THE RETURNING PARCEL.
- ✓ WRITE THE RMA NUMBER PROVIDED BY DiBis ON THE OUTSIDE OF THE PARCEL.
- ✓ RMA SHIPMENTS NEED TO BE RETURNED IN PROPER PROTECTIVE MATERIAL, PREFERABLY IN THE ORIGINAL PACKING.

## 6. SHIPPING ADDRESS

UNLESS OTHERWISE SPECIFIED, REJECTED GOODS NEED TO BE SEND TO:

### **DiBis DISTRIBUTION B.V.**

KAAPSTANDERWEG 1F, 8243 RB LELYSTAD, THE NETHERLANDS

OR IF APPLICABLE

### **DiBis TECHNOLOGY Co.LTD.**

2F, No.48, LANE 37, SEC.3, ZHONG-SHAN ROAD, ZHONG-HE DISTRICT, NEW TAIPEI CITY, 23546, TAIWAN



**RMA No:**

**Date:**

### CUSTOMER INFORMATION

<u>COMPANY NAME</u>	<u>GENERAL PHONE NR.</u>
<u>SHIPPING ADDRESS</u>	<u>CUSTOMER RMA NR.</u>
<u>CONTACT</u>	<u>DIRECT PHONE NR.</u>
<u>EMAIL ADDRESS</u>	<u>DEPARTMENT</u>

### OVERVIEW

### AREA FOR DiBis

<u>ITEM</u>	<u>MODEL NR</u>	<u>SERIAL NR OR PRODUCTION DATE</u>	<u>PROBLEM, FAILURE OR SYMPTOM DESCRIPTION (UNDER WHAT CONDITION)</u>	<u>REQ UEST * -</u>	<u>WA RRA NTY Y/N</u>	<u>COST (CUR )</u>	<u>REMARK</u>
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2							
3							
4							
5							
6							
7							
8							

\* REQUESTS: PLEASE CHOOSE FROM **R**(EPAIR); **N**(EW); **C**(REDIT)

**DIBIS CONTACT INFORMATION**

<u>CASE MANAGER</u>		<u>EMAIL ADDRESS</u>	<a href="mailto:rma@dibis.eu">rma@dibis.eu</a>
<u>START DATE</u>		<u>END DATE</u>	
<u>RESULT(s) / REMARKS</u>			