

WVI 80013-5
Rev.01 Nov. 03/2017
Rev.02 Nov. 06/2017
Rev.03 April 2019



RMA Request - Guidelines

Return Material Authorization has to be requested to Alpha Innovations SA / Repair Center before shipment of any material. RMA is only provided for material sold by Alpha Innovations SA or legacy products sold by former Philips Power Systems SA/ Mitra E&I / Cherokee Europe SCA/ Alpha Technologies SA.

1) How to submit an RMA request:

The following information is necessary:

- **Complete Information related to your company/Organization:**

Invoice address
Return address if different from Invoice Address
VAT number
Bank account

Note: This information is only necessary for the first RMA or in case of modification of above information. All related data will be recorded in our ERP system.

- **Complete information related to the returned product(s):**

Part number(s)
Serial number(s)
Description of failure if available

- **A valid purchase order number addressed to Alpha Innovations SA:**

VAT: BE 0672 584 340
IBAN: BE73 0689 0634 2260
BIC: GKCCBEBBB

Note: Final Invoice amount will depend on outcome of the repair process (No failure found/ Beyond repair/ Warranty void)

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2) **How to ship your product back to repair center:**

- Upon receipt of the RMA, you can ship defective product(s) back for repair. Product(s) must be accompanied with a delivery note and a copy of the RMA document. Delivery note should typically provide following information:
 - Shipping address:

ALPHA INNOVATIONS SA (MAIN WAREHOUSE)
Avenue Alexander Fleming, 1
Ottignies-Louvain-La-Neuve B-1348
BELGIUM
 - Wording "Return for repair under RMA #" or equivalent
 - Your reference number (PO) / contact person.
 - Invoice address.
 - Your complete return address
 - Value for freight insurance and custom

Important:

Returned material remains the property of the sender. Please do not issue invoice as Alpha Innovations SA does not issue credit notes for returned material.

3) **Warranty and transport costs:**

- **Warranty**

Except otherwise specified in separate written agreement / contract, the warranty period is 2 (two) years after delivery date.

The warranty period of the reparation itself is 6 (six) months as from the date of repair, covering the replaced parts and labor. This repair warranty will not reduce the original warranty period of 2 (two) years.

- **Transport**

The defective material has to be sent to Alpha Innovations SA. Transport costs from the customer are born by the sender.

In case of warranty only, return transport costs to the customer are born by Alpha Innovations SA.

Additional fees related to specific transport request (e.g. express) or transport outside EU Community shall be born by the customer.

- **Limitations of Warranty:**

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The foregoing warranty shall not apply to defects resulting from improper or inadequate maintenance by buyer or user, unauthorized modifications or misuse, operation outside of the environmental specifications of the product, or improper site preparation or maintenance.

Alpha Innovations, its agents and sub-contractors shall not be liable for any consequential or indirect damages, loss of profit, loss resulting from business disruption or penalties imposed by third parties

For units under warranty declared not defective (NFF) by Alpha Innovations SA, a charge of 40 € (evaluation, tests and logistics costs) will be invoiced.

- **Out of Warranty:**

The warranty period of the reparation itself is 6 (six) months as from the date of repair, covering the replaced parts and labor.

All transport costs are born by the customer. All specific transport requested by customer (e.g. express delivery or "ship to address" outside E.C.) should be made according to Ex-Works Incoterms.

4) **Repair price and payment:**

- **Repair Price:**

The repair price is a fixed price, not including transport systematically (see transport conditions above). The price calculation for each type of power supply is based on an average repair, upgrade & test time (specifications tests, burn-in test, safety test...).

It is also based on an average spare part cost, on extra charges (packaging, administration ...) and the obsolescence of the product.

Alpha Innovations SA does not establish quotations before repairing the units sent to our factory. In case of specific agreement however, our repair quotation would be send by Email.

Payment:

All payments are due within 30 days of the invoice date.

All international orders from new customers must be prepaid before shipment of the repaired material.

- **Additional information:**

By Email to vboreux@alphainnovations.eu

By phone +32 10 438 709

All claims on the basis of apparent defects, missing or non- conforming products must be submitted to us immediately in writing, and at least within eight days of the arrival of the products.