

RMA PROCEDURE & TERMS AND CONDITIONS

1. Texim Europe's Terms and Conditions apply unless specifically agreed otherwise. Please check <http://www.texim-europe.com/general-terms-of-delivery>.
2. Product(s) must not be returned until you receive authorisation and shipping advice. Product(s) returned without authorisation will be returned at the customer's cost.
3. Once the RMA request has been approved, please return the product(s) to Texim Europe within 14 days. After 14 days the RMA number expires and a new RMA request must be submitted.
4. Carefully pack the parts to prevent transport damage, using ESD-compliant material if necessary. Indicate the RMA number clearly on the outside of the package.
5. All return freight to Texim Europe is the responsibility and cost of the customer unless agreed otherwise in writing.
6. Texim Europe accepts no responsibility for loss or damage incurred in transit. The product(s) will not be considered returned, unless a duly authorised Texim Europe representative has issued a signed receipt.
7. When the product(s) arrive(s) at Texim Europe, it will be checked to ensure that the contents match the RMA that was authorised and if not, the product(s) will be returned at the customer's cost.

IN CASE OF DEFECTIVE PRODUCT(S)

8. Texim Europe will try to minimise the time for the goods to be received, registered, repaired and returned to you. Therefore please make sure the defect is described in detail to ensure a seamless & quick RMA process.
9. Often repair can only be carried out by the manufacturer and the process may take several weeks. For information on the status of your repair, please contact your internal sales representative.
10. Repair may not be free of charge, for example if the product(s) are outside the manufacturer's warranty period, if the products were operated outside specified conditions or for other reasons. In these cases Texim Europe will quote repair cost and ask for your approval before actual repair.
11. Charges may apply to cover costs incurred by Texim Europe or its suppliers in case the product(s) appear not to be defective.

IN CASE OF RETURN OF NON-DEFECTIVE PRODUCT(S)

12. Consumers within the European Union have a 14 day cooling off period when buying products online. The period starts the day after the product is delivered. Within the 14 day period consumers must notify Texim Europe with or without stating a reason.
13. The products to be returned must be readily marketable and saleable as new, in undamaged and original unopened packaging.
14. Charges may apply.