

Instructions for processing RMAs (Return of Material Authorization)

Procedure for requesting an RMA:

1. In order to ensure efficient processing, please fill out the RMA form **as completely as possible** (electronically or by printing legibly in capital letters).
If you have contacted us previously in regard to the specific return, please enter the corresponding information as indicated in the header of the form.
2. Please send the completed form to: repair@bircher.com
3. Wait for the RMA number to be sent by BBC Bircher AG.
4. Returning the device: Please attach a copy of your confirmed RMA form in a clearly visible location on the outside of the delivery packaging and include a second copy with the product itself.

Our **GTCS** (General Terms and Conditions of Sale) as amended apply.

General conditions of RMA:

- To the extent possible, please do not use adhesives, write on or damage the original packaging.
- Use clean, secure shipping packaging.
- Please notify us in a timely manner in the event of flaws. Please comply with the valid GTCS.
- Products returned for credit must be sent in the undamaged original packaging.
- Issuance of an RMA number does not automatically entitle you to a credit.
- Should the flaw you indicated not be verifiable despite extensive testing, we reserve the right to impose a processing fee. In such cases you will be informed in writing of the amount of this fee before repairs are carried out.
- If devices ordered by the customer in error are returned, a credit, less a processing fee, will be issued.
- Devices must be cleaned of contaminants (biological, chemical) and disinfected before being returned.

Returning products:

Please ship the package to the sales and contact address for your region:

Customers outside of the European Union :
BBC Bircher AG
>>RMA number as reference<<
Wiesengasse 20
CH-8222 Beringen

Customers within the European Union
Dachser SE
c/o BBC Bircher AG
Thomas-Dachser-Strasse 1
Retourenlager Bircher CH Beringen
>>RMA number as reference<<
DE-78256 Steißlingen

General instructions:

- We cannot guarantee that returns **with no** RMA number will be processed within a reasonable period.
- Returns must be received within 30 business days of the issuance of the RMA number. After this period, the case will be handled as a return **with no** RMA number.