

RMA PROCEDURE

REPAIRS AND RETURNS

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Index

1. RMA procedure	2
Register an RMA	2
2. Different types of RMA	2
Repairs	2
DOA (Dead On Arrival)	3
Incorrect orders	3
Mis-shipped orders	3
3. Shipping	4

1. RMA PROCEDURE

Register an RMA

- An RMA needs to be registered. To register, you need to use the RMA form on our website: www.livingprojects.nl/variliteservicecenter.
- Please fill in the RMA form as completely as possible. Some of the questions are mandatory. The answer to those questions contain the minimum data necessary for the processing of the RMA application.
- Once the form has been submitted, the application will be assessed by a service employee. The forms are assessed within office hours.
- After acceptance of the request, an email will be sent to the specified email address with an RMA number, after which the product can be returned.

2. Different types of RMA

Repairs

- For repairs it is important that a clear problem description is provided. Common descriptions such as "is broken" or "falls out" are not sufficient. Please state how often and under what circumstances the problem(s) appear.
- When registering the repair, you can indicate whether a warranty is claimed. When claiming warranty, the original purchase receipt must be handed over.
- After the device has been examined our technical service department will determine whether the warranty claim is valid.
- Under no circumstances does the warranty conditions include:
 - Damage and complaints caused by improper use, negligence or insufficient maintenance.
 - Products whose serial number has been removed.
 - Products that have been modified or repaired by third parties.
 - Parts that wear out during normal use.
- If it concerns a repair under warranty, no costs will be charged. For repairs outside the warranty, you must take research costs into account. These costs lapse when repair is done.
- Repairs under € 250 are repaired as standard (as long as this is in proportion to the purchase price of the offered device).
- There is a warranty period of 3 months on the repair.

DOA (Dead On Arrival)

To qualify for DOA, the following conditions must be met:

- The DOA must be registered within 8 days of receipt.
- The product is returned in its original packaging (undamaged) including all accessories.
- The complaint falls under the warranty conditions (see page 2).
- The original invoice (or copy) is submitted.

The device is tested upon entry. If there is indeed a DOA, the original invoice will be credited. An order is created for a replacement device, which is sent and invoiced in the standard way.

Incorrect orders

Equipment that has been ordered incorrectly will be checked on entry at the following points:

- Unopened packaging.
- Condition of the packaging.
- Are all accessories included?
- Is the device undamaged?

The level of the restocking charge is determined depending on the findings. This can vary from 5 to 25% of the purchase value.

If another article is desired, this can be indicated when registering the RMA. After this a new order is automatically placed. If this is not yet known when registering the RMA, a new order can be placed.

Mis-shipped orders

If it happens that something else is delivered than ordered, Livingprojects takes care of pick-up the order. If something went wrong during the order that caused the wrong item to appear on the order confirmation, the customer is responsible for returning it. The RMA is then considered to have been ordered incorrectly.

The date for pick-up is determined in consultation with the customer. Upon entry, the article is assessed on the points mentioned under: incorrectly ordered. The correct item will be delivered as soon as possible.

3. Shipping

When sending a product, the customer is responsible for proper packaging, which prevents transport damage. In all cases (except for incorrect delivery), the customer is responsible for the transport to and from Livingprojects.