

October, 2020

General After-Sales Terms and Conditions

- While requesting technical support, customer shall provide the necessary information, as applicable, such as (1) product name and version, (2) model name and serial number, (3) error message, and (4) operating system.
- The RMA form must be filled entirely in electronic format for any claim (compulsory).
- The filled-in RMA form must be sent to: support@phaseview.com
- PhaseView will reply to you by assigning a unique ID related to your claim. Once received this ID you can send the goods for checking.
- No claim will be accepted without PhaseView internal RMA number. In case of goods reception without this number, the goods will be returned under Customer's responsibility and costs.
- For any product that will be returned without this RMA correctly filled, a management fee of 150.00 Euro will be charged to the Customer.
- Freight cost of sending goods to PhaseView is under Customer's responsibility (independently if covered or not by the warranty). If after checking PhaseView finds that the damage is covered by warranty, the goods will be returned to the user on PhaseView charge. If the claimed unit is defective for external related reasons or it works properly, it will be returned at Customer's expense.
- The goods must be shipped in original and/or appropriate package
- The goods will lose the warranty if returned with obvious tampering.
- PhaseView reserves to provide all information about findings only after goods reception.
- In case of defects not covered by the warranty PhaseView submits to the customer a repair cost estimate after checking the unit. The offer remains valid for 15 days.
- The Customer, once accepted the quotation, agrees to comply with all the terms.
- If the product is returned and it works properly (independently if under or out of warranty), a management fee of 150.00 Euro will be charged to the Customer.



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- If the product is out of warranty and not repairable, the costs of returning the unit will be under Customer's responsibility.
 - If the product is under warranty, but evidence of an incorrect use of the product is found, we will submit a repair cost estimate. Only after accepting our estimate it will be repaired.
 - If the product is out of warranty, but repairable, we will submit a repair estimate. This includes remote software upgrades when doable. Only after accepting our estimate it will be repaired.
 - All repair estimates are valid for 15 days, after which it will be applied a surcharge of 15%, as alternative the defective goods will be returned to the sender and the costs of management and returning will be under Customer's responsibility.

RETURN POLICY

Please complete the RMA Form and email the RMA at support@phaseview.com

Please provide as much details as possible about the nature of the problem, including the circumstances under which the failure has occurred.

PhaseView support will send you a RMA number and further instructions in return

Please complete the RMA Form with assigned RMA number and write the RMA number outside of your shipping box.

Please note that PhaseView will only accept shipments for repairs and returns that follow the procedure as stated on the RMA Procedure and Form.



**RETURN MERCHANDISE AUTHORIZATION (RMA)
REQUEST FORM**

Please fill out this form completely. PhaseView support will contact you to provide a RMA ID. If you are returning more than one item, please include additional forms.

Please email this completed form and a copy of your PhaseView invoice to support@phaseview.com.

Contact Information

Company name:

Contact name:

Address:

City :

State:

Zip:

Country:

Phone:

Email:

Order / invoice:

Product Return Information

Product name / model:

Qty:

Serial Number or Part Number:

Reason of return

Please provide detailed comments related to your return so we can complete your request. Missing information can delay processing of your RMA: