

## RETURN AND REPAIR PROCEDURE

### What is a RMA ticket number and how do I get this?

All returns from customers must be authorized with a RMA (Return Merchandise Authorization) ticket number. A RMA (JIRA support) ticket number is an approval for returning a defective product, however it is not automatically an approval for repair or replacement. SLA customers need to place their RMA request through their account in the JIRA Service Desk Portal of Certus Port Automation. After you request, it will be discussed whether the product should be returned or not.

In your request we need the following information:

- Company name, contact person & contact details
- Product(s) (name / description / article number) that you would like to return
- Serial number(s)
- Description of the problem(s) encountered in detail (per product). Please try to avoid “does not work” and “failure” as description.
- Picture (s) of the product (labels)

### How do I return the product?

You can send the faulty product(s) after you have received the confirmation in the JIRA ticket. The customer is responsible for shipping / arranging handling the transport to the Certus RMA department and customer bears all costs associated with this.

- Pack the product(s) carefully in a box, mention the RMA number on the box (or packaging)
- Add a packing list to the shipment, including the serial numbers
- Add a commercial invoice to the shipment;
  - Please state “Returning for repair/or replacement – no commercial value” on the documents
  - Write the exact product name, model, serial number & quantity on the commercial invoice
  - Write the “product values” per product on the commercial invoice
  - HS-code of each returned product

Door-to-Door transportation such as Express (FedEx/DHL etc.) with track and trace is recommended for delivery.

You must send the RMA product(s) to: delivery address

### **CERTUS PORT AUTOMATION BV**

RMA Department  
Rietlanden 3  
3361 AN Sliedrecht  
THE NETHERLANDS

Contact: PMO Department

E-mail: [pmo@certusportautomation.com](mailto:pmo@certusportautomation.com)

Telephone: +31 (0) 85 0068800

### **Service charges.**

*The costs for HW repair or replacement, handling and/or returning of a product will always be charged to customer, if the product is:*

- *Physically damaged, damaged due to electricity problems (caused by power failures/peaks), damaged by extreme weather conditions or “Acts of God” (such as extreme storm/rain, flooding, lightning strike etcetera), improperly maintained by the customer, send for repair after expiration of the agreed warranty period, etcetera.*

If applicable (country); Customer shall pay and bear all additional taxes, import/export duties, customs, charges and other assessments of any kind imposed or asserted by any governmental authority, unless otherwise contractually agreed with Certus Port Automation.