



TRANSTRONIC AB

RMA - Return Material Authorization

See page 2 for instructions

Date:	Your ref. #:
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2. Product information 3. Please specify the type of action: R=Repair, W=Warranty, D=DOA

Type / Part #	Serial #	Problem description	R	W	D

4. Customer information

Company name:
Contact name:
Street:
Zip code:
Address:
Country:
Phone:
e-mail:

WARRANTY see page 2
As customer you are responsible for the shipping to TRANSTRONIC.
If warranty is valid, return shipping to customer is at the expense of TRANSTRONIC.

6. Additional info. (type of application etc.)

5. Return address for repaired goods

Company name:
Contact name:
Street:
Zip code:
Address:
Country:
Phone:
e-mail:

PLEASE RETURN GOODS TO:
TRANSTRONIC AB
Your ref. #:
Fabriksgatan 1
731 50 KÖPING
SWEDEN

Attach this document with the goods (for faster response e-mail to service@transtronic.se)

Instructions for the form

1. Fill in Date and Your ref.#.
2. Fill in part number, serial number, fault description.
3. Specify if you want Repair, Warranty- or *DOA- claim.
4. Fill in your name and address.
5. Fill in return delivery address (if other than the customer address).
6. Please fill in additional information that can help us to understand the problem.
(New customers have to fill in VAT-number)
7. If you want to prepare Transtronic, E-mail the document to service@transtronic.se
8. Attach a copy of the form with the defect parts you are sending in.
9. Return the goods to:

TRANSTRONIC AB

Your ref. #:

Fabriksgatan 1

731 50 Köping

SWEDEN

Attach the completed form with the goods!

Product warranties and conditions

Terms of warranty for material and manufacturing faults if the goods are sent to our workshop without any cost for us:

	New product	Exchange product	Repair
Standard warranty	12 month	12 month	3 month

Defective products have to be sent to Transtronic at customer expense for the shipping.
Normal return shipping to the customer is at the expense of Transtronic.
Product that fails during the warranty period is repaired or replaced with an equivalent product.
(Normally a replacement product).

*DOA – (Dead on arrival) within 1 month from the delivery date, the faulty product can be exchanged with a new in advance, the faulty unit has to be returned to TRANSTRONIC within a month.

If no fault is found we reserve the right to charge the examination fee and return shipping.

Repair and lead time

Lead time for repair is normally 5 working days at workshop.

For some products, if you are in a hurry you can order an exchange unit, which means that as soon as we got your order, we send you an exchange unit in advance and you send your faulty unit to us. You will be invoiced price of a new unit, but when we receive the faulty unit you will receive 35% credit of the product, the requirement is that you return the faulty unit within a month. Please contact Service at service@transtronic.se or +46 221 84 778.

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