Technical Support
Bulletin Nr. 8 – Returns Procedure

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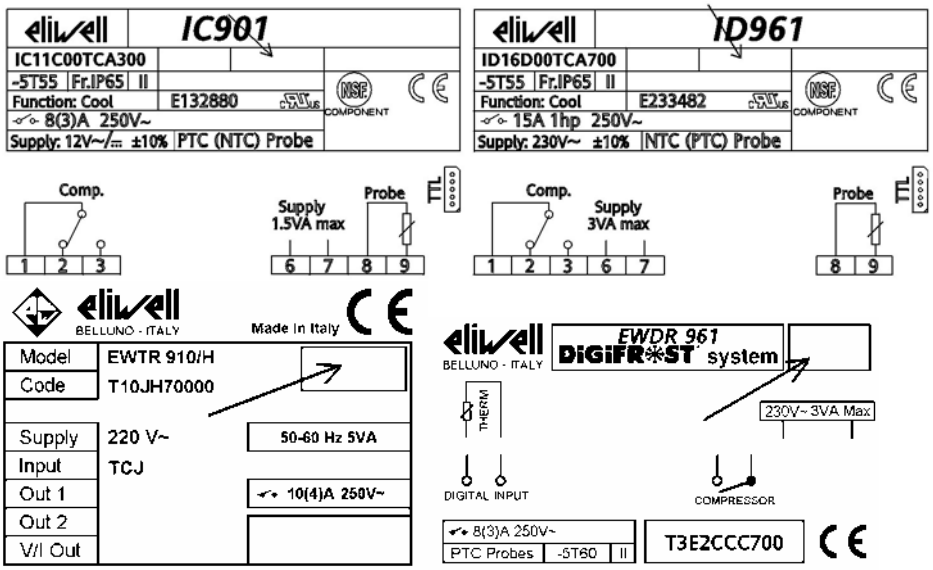
Introduction

This bulletin describes the procedure that has to be followed to return items for reparation or inspection. The procedure applies to countries both in and outside the European Union.

Returns procedure for reparations – European Union

1- Before returning faulty items, it is necessary to send an RMA request for the reparation to the Returns Department. This request must contain the following information:

- Eliwell product code
- Date of manufacture (as shown on the item label; the date format is xx-yy, where xx represents the week in which the item was manufactured and yy is the year of production). The figure shows some examples of labels with the location of the date of manufacture highlighted.



- Quantity being returned
- Reported fault

This information can be e-mailed to resi.eliwell@invensys.com or faxed to **0437 982838**.

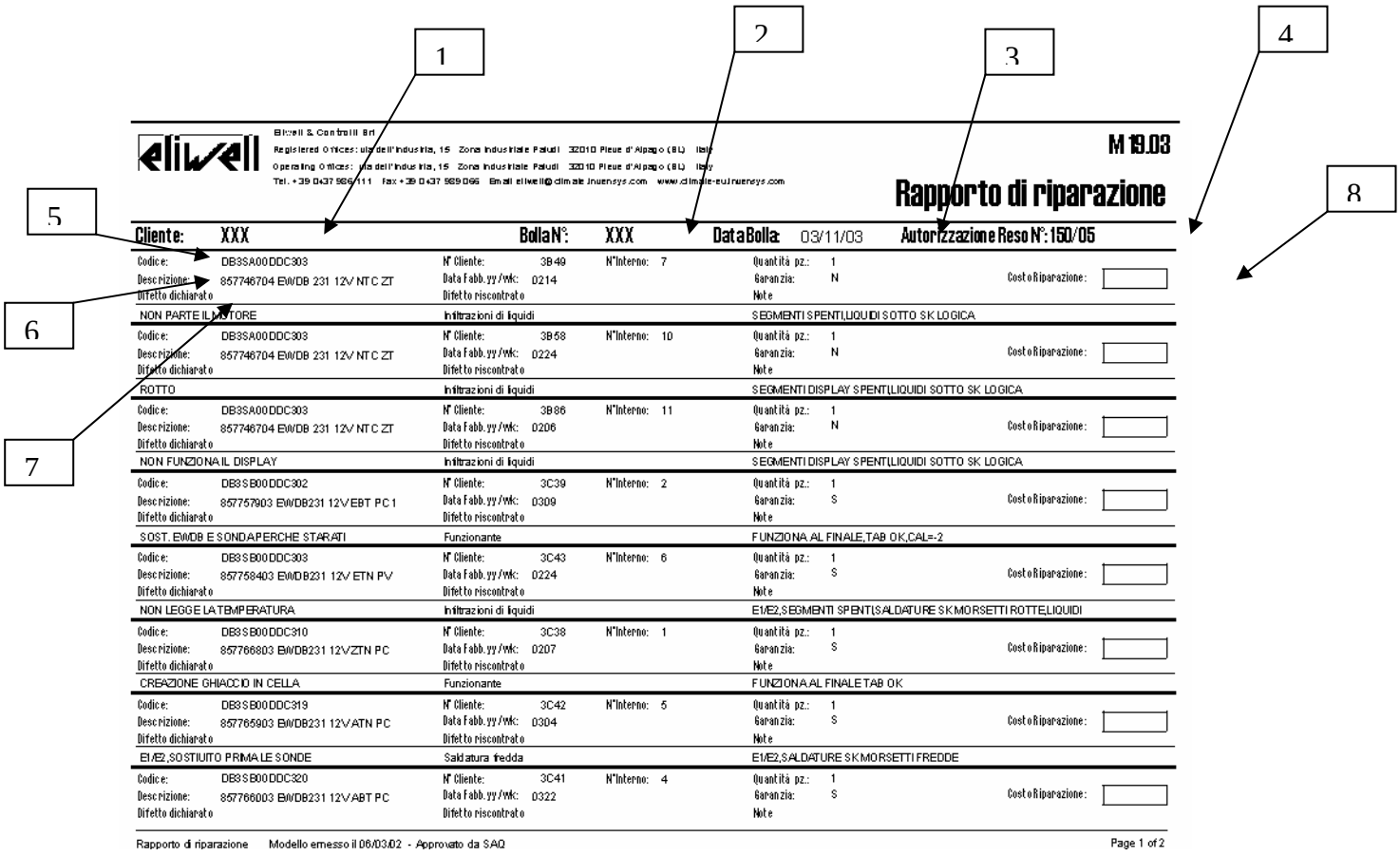
2- Our Returns Department will promptly send an RMA for the reparation. This code must be specified in the shipping note to allow the item to be promptly identified by the receiving warehouse.
3- All items with an RMA should be shipped with an ordinary shipping note (DDT) and marked with the description "Returned for repair" or "Returned on account of repair". If possible, a copy of the original sales invoice should be enclosed.
4- Transport shall have to be paid by the customer. Therefore, **returned items must be carriage free** unless otherwise agreed with the Quality Assessment Department.

Warranty
Warranty terms apply to all items returned within 18 months from the date of manufacture (calculated from the date specified on the item label) and to all items that have already been repaired within 6 months from the date of repair (as specified in the Repair Report). Warranty terms apply only if the fault does not originate from improper use (i.e. overcurrent, infiltration of liquids, etc.).
If the Returns Department authorizes the reparation under warranty, Eliwell shall pay all the charges required to repair the item and return it to the customer.
If the reparation is not covered by warranty, the Return Department shall promptly send the customer an estimate for the reparation and repair the item only after the customer has accepted it. In this case, transport costs required to return the item to the customer shall be paid by the customer.

Returns procedure for reparations – Countries outside the European Union
The procedure described above applies, except for the document accompanying the returned items, which in this case must be a "Proforma invoice" stating the value of the items. This value must correspond to the one stated in the original sales invoice.

Example of Reparation Report

The figure below shows an example of the Reparation Report form. The description of the items of the form is provided below.



1-Name of the customer who has shipped the item.

2-Number of shipping note enclosed to the returned item.

3-Date of the shipping note.

4-Number of the RMA issued by Eliwell.

5-Code: this field contains the code assigned by Eliwell to the finished product.
Customer number: this field may contain the number assigned by the customer to the returned item.
Internal number: this field contains the progressive reparation number assigned by the Returns Department.

6-Description: this field contains the description of the returned item, along with information on the product family and power rating.
Date of manufacture: this date corresponds to the date shown on the item label, but is written in reverse order. The first two digits indicate the date of production, while the last two the week of production.
Warranty: this field specifies whether the item is covered by a warranty (N – Not covered by warranty; Y – Under warranty).

7-Reported defect: this field contains a description of the defect reported by the customer.
Defect found: this field contains a description of the defect found during the inspection carried out by the Returns Department.
Notes: this field contains a description of the type of action taken by the Returns Department in order to repair the returned part (i.e. type and number of parts replaced).

8-Reparation cost: this field contains the reparation cost for items that are not covered by a warranty.

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