



## General After-Sales Terms and Conditions - RMA

### Procedure:

- The RMA form must be fully filled out (in electronic format) for any complaint (this is mandatory).
- The full filled RMA form must be sent to [TLN.Customer-care@tdk.com](mailto:TLN.Customer-care@tdk.com)
- TDK-Lambda Switzerland will reply by assigning a unique ID relating to the complaint. Once you have received this ID, you can send the goods for inspection.
- TDK-Lambda Switzerland will not accept any complaints without the assigned RMA ID. If the goods will come without this ID, the goods will be rejected and returned. The handling costs will be borne by the customer.
- Freight costs for sending the goods to TDK-Lambda Switzerland shall be borne by the customer (regardless of whether it is under warranty or not).
- If after inspection TDK-Lambda Switzerland deems the damage to be covered by warranty, the goods will be repaired and returned to the Customer. The shipping costs will be borne by TDK-Lambda Switzerland.
- If the goods are defective for external reasons or work properly, they will be returned at the 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.
- TDK-Lambda Switzerland reserves the right to provide any information on findings only after receipt/inspection of the goods.
- If the defect(s) found is not covered by the warranty after the inspection of the goods, TDK-Lambda Switzerland will provide the customer with a quote for repair. The quotation shall remain valid for 10 days, after which the goods shall be returned to the customer.
- Once the quotation has been accepted, the Customer undertakes to comply with all its terms.

### Reports (**By request**):

Customers may receive a failure analysis report (8D report) on the goods subject to the complaint. The cost of such report is 250.00 Euro each.



**Terms:**

- TDK-Lambda Switzerland will charge a fee (100.00 Euro) for each product that is returned without a fully filled RMA form.
- TDK-Lambda Switzerland will charge a fee (50.00 Euro) if the product is returned with no fault found and/or meeting the minimum design parameters (regardless of whether it is under warranty or not).
- If the goods are out of warranty and cannot be repaired, the customer shall bear the costs of returning the goods.  
If the customer wishes to dispose of the goods through TDK-Lambda Switzerland, a disposal fee will be charged and will be communicated to the customer.
- If the goods are under warranty, but with evidence of incorrect use, a quote for repair will be submitted. Only after acceptance of such the quotation will the goods be repaired.  
This includes repair to make it fully functional and a burn-in test of at least 30min at full load.
- If the goods are out of warranty but repairable, we will submit a repair quotation. Only after accepting our estimate will the goods be repaired.  
This includes repair to make then fully functional and a burn-in test of at least 30min at full load.
- All repair quotations are valid for 10 days, after which a 15% surcharge will be applied if the customer decides to accept the quotation.  
Alternatively, TDK-Lambda Switzerland reserves the right to return the defective goods to the Customer and the handling and return costs shall be borne by the Customer.