

\* Marked items are compulsory, to be filled in by applicant.  
 \*\* TDK-Lambda Switzerland SA reserves the right to not accept the products indicated in the RMA, if this form is not properly filled in all its parts.  
**Please tick the concerned fields**

Offices: Via Luserte 6, 6572 Quartino - SWITZERLAND  
 Phone: +41-(0) 91 840 14 46  
 Fax : +41-(0) 91 840 14 47  
 E-mail: TLN.Customer-care@tdk.com

RMA ID:		Date:	
Responsible person in Nextys:			

This RMA form must be filled in the electronic format and sent to the above e-mail address.

**APPLICANT**

* Company Name/ Country:		<b>Products not acceptable to be returned:</b> - with warranty seal damaged - without warranty seal - with missing parts
* Contact Person:		
* E-MAIL:		
* Phone Number:		

ID	*Product Code	*S/N	*Customer Ref.	*Purchase date	*Invoice No°	*Note

*Claim Type\**

<input type="checkbox"/> Warranty repair	<input type="checkbox"/> Rework	<input type="checkbox"/> Warranty replacement
<input type="checkbox"/> Out of warranty	<input type="checkbox"/> Repair estimate	<input type="checkbox"/> Out of warranty replacement

*Problem description\**

**Transport** ( must include documentation and pictures, within 3 days of receipt)

TC Carton box   
  TP Pallet   
  MD Mechanical damage

**Not conform to installation** (must include pictures in order to evaluate the non conformity)

DM Damaged   
  MP Not complete, missing parts   
  WL Wrong labeling   
  OOS Out of specification

**Type of problem occurred**

NS Product does not start   
  BE Burned / Exploded   
  LAO Led Alarm ON   
  DO Discontinuous operation   
  OS Operates out of specs

*Setup installation description\**

Installation date: \_\_\_\_\_

**INPUT**

1PH   
  2PH   
  3PH   
  DC   
  DG Diesel Generator   
  UPS Under UPS   
  Batt Directly on Battery

Specify Line Voltage \_\_\_\_\_

**OUTPUT**

Parallel Connection   
 PC Yes   
 NPC No

Type of Load   
 Res Resistive   
 Ind Inductive   
 Cap Capacitive   
 Ot Other

Specify typical LOAD \_\_\_\_\_

**Environmental conditions**

≤ 45°C   
 > 45°C   
 Fan Forced

*Short problem description\**

*A short description is required in order to find the possible failure causes, to provide an accurate report and to prevent repeating of such situation, for a continuously better service.*

These parts must be completed by Applicant\*\*

**Note:**

The RMA module filled is valid only for one or several devices of the same type.  
 If the request includes more identical products of the same batch, indicate in the specific field the specific S/N.  
 Attach extra sheets to the RMA if the module is not enough for this field.

Consult warranty terms and conditions on our website at: <http://www.nextys.com/general-sales-conditions.html>  
**I have read and accepted the TDK-Lambda Switzerland SA General After-Sales Terms and Conditions.**

**I have read and accept the following conditions:**

- TDK-Lambda Switzerland will charge a fee (100.00 Euro) for each product that is returned without this fully filled 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 goods are under warranty, but evidence of incorrect use, a quote for repair will be submitted. Only after acceptance of such an estimate will the goods be repaired.
- If the goods are out of warranty but repairable, we will submit a repair estimate. Only after accepting our estimate will the goods be repaired.
- 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.