

## Complaint processing EPA GmbH

### 1. Report complaint, request RMA number

Please report a complaint immediately before you send the defective device to EPA. We need information about the serial number and a short error description. Our order processing clerks will hand you an RMA number which marks your process. Refer to this number for any correspondence on your process. This will speed up the processing and guarantees a smooth progress.

### 2. Send to EPA GmbH

Please send the defective device “**carriage free**” to:

EPA GmbH  
Service dept.  
Fliederstrasse 8  
D-63486 Bruchkoebel

### 3. Error analysis

All claimed devices will be checked completely. The test results will be handed off to our quality management.

### 4. Check for warranty

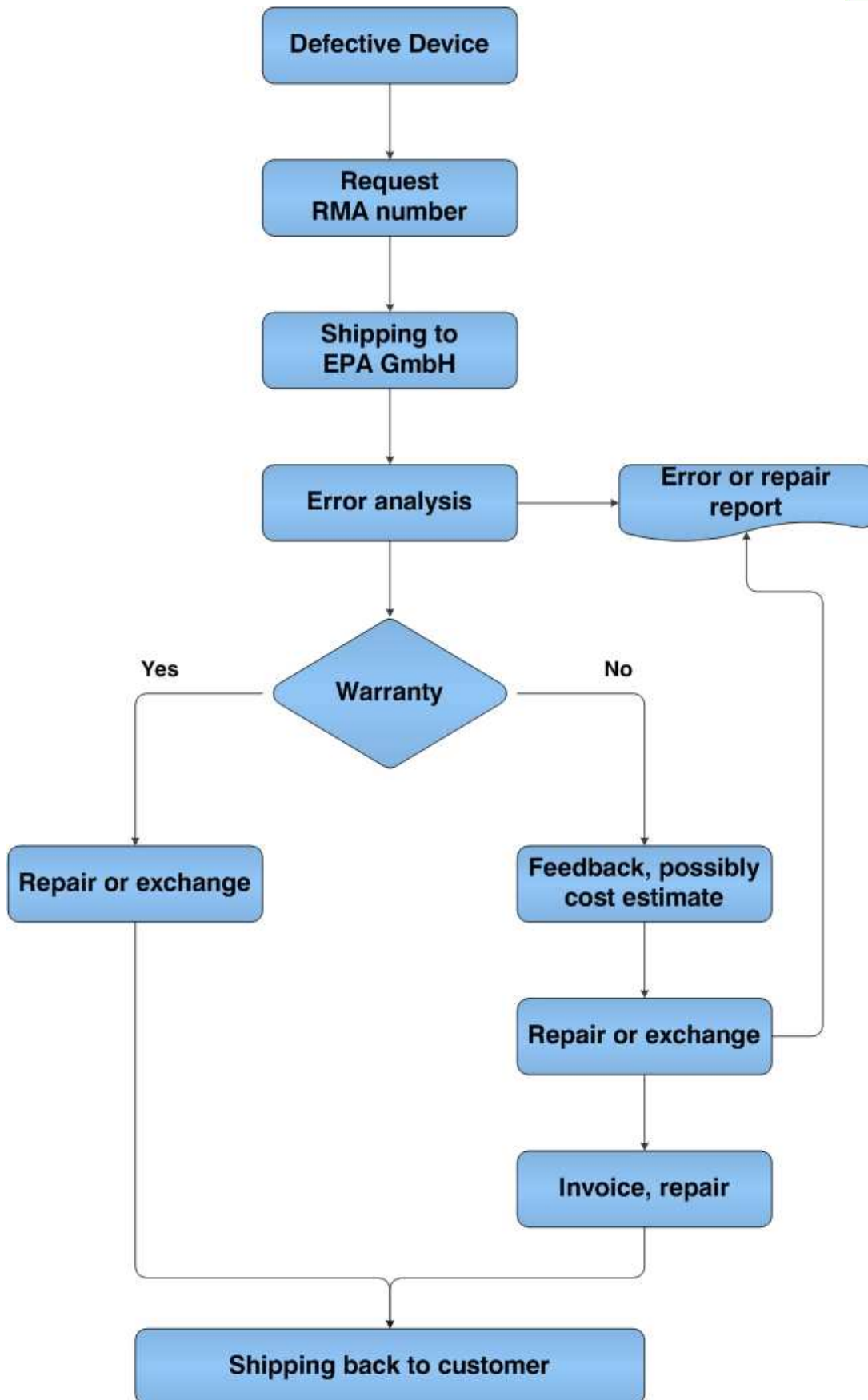
Based on the kind of error and the sales date EPA will determine who is responsible for the repair costs by the costs-by-cause principle

### 5. Repairs processing

If it's a case of warranty the repair will be executed immediately. If it's not you'll get a separate invoice for the repair. If you have asked for a cost estimate it will be send to you. After you have sent us a written order the repair will be executed immediately.

### 6. Reshipment

The reshipment of the repaired / new device will be processed by EPA GmbH in dependency of the warranty check.



Rev. 1