RMA REQUEST

RETURN MATERIAL AUTHORIZATION

Bosch Security and Safety Systems

BOSCH
Invented for life

PLEASE COMPLETE ALL THE FIELDS
The more detailed your information is, the quicker it will be processed by avoiding additional queries to you.

Please enter the **complete material number and serial or lot number** of the product (see product label examples) in the corresponding fields below. As an option, you can send us a picture of the product label.

In order to determine the warranty period, please include **proof of purchase** and, if applicable, the **warranty extension** certificate and/or other **proof of warranty-extension agreements**.

Please send the defective product to us **without accessories**.

After processing your request, we will send you a confirmation explaining how to proceed.

For more detailed information please read page 2 or contact the Service Desk.

SERVICE DESK
Phone: 00800 21706 566 (toll free)
Fax: +49 (0) 9421 706 350
E-mail: RMADesk.BTService@de.bosch.com

INVOICE ADDRESS

1	Customer number
2	Company
3	Contact person
4	E-Mail
5	Telephone
6	Street, number
7	Postal code, city
8	Country

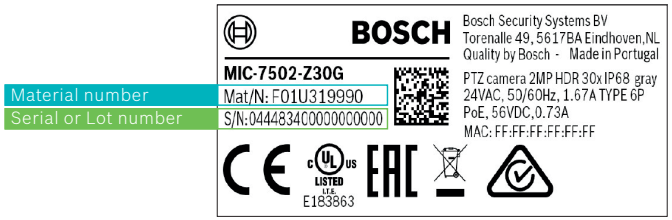
COLLECTION ADDRESS
IF DIFFERENT FROM INVOICE ADDRESS

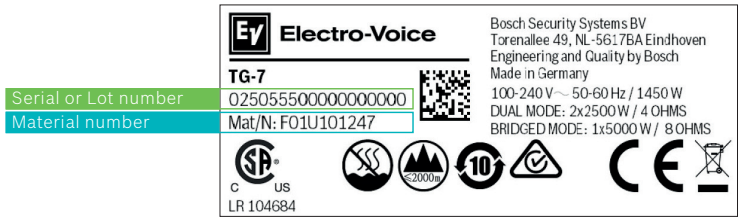
1	
2	
3	
4	
5	
6	
7	
8	

DELIVERY ADDRESS
IF DIFFERENT FROM INVOICE ADDRESS

1	
2	
3	
4	
5	
6	
7	
8	

PRODUCT LABEL EXAMPLES





ITEM	MATERIAL NUMBER See Product Label Example	SERIAL OR LOT NUMBER See Product Label Example	RETURN REASON CODE	DETAILED DESCRIPTION OF ERROR Important	MISCELLANEOUS MAC address, MIC camera protocol, software licence, SSN, Extension or Upgrades information	YOUR REF. NUMBER
1			Please select Return Reason Code			
2			Please select Return Reason Code			
3			Please select Return Reason Code			
4			Please select Return Reason Code			
5			Please select Return Reason Code			

If transmitted by email or fax, the terms and conditions for repairs and exchanges on page 2 are accepted.

DATE 07. August 2018

SUBMIT RMA REQUEST
CLICK TO SUBMIT

TERMS AND CONDITIONS FOR REPAIRS AND EXCHANGES

General
The following conditions apply to all repairs and preparatory work such as inspections and cost estimates. In the case of repairs as part of a warranty claim/guarantee, they are supplementary to the terms of warranty.

If within the warranty/guarantee, Bosch Security and Safety Systems will exchange or repair a faulty device free of charge. If, within the scope of a warranty claim, the damage or defect is determined to be a result of misuse, incorrect application, inappropriate packaging, or an unauthorized repair attempt, warranty claims are excluded. This also affects any modifications to the device such as any painting or reconstruction. Any costs incurred and to be allocated shall be invoiced to the customer.

After submitting the repair note, the customer will be issued with a RMA (Return Material Authorization) number. This is valid for 30 days from the date of issue. The serial numbers, models, and number of devices sent to Bosch Security and Safety Systems must match the information provided in the repair note. Any discrepancies may lead to longer processing times and/or result in additional costs.

Shipping and transport costs
The device will be collected and returned by a freight agency authorized by Bosch Security and Safety Systems. The customer must ensure that the RMA number is clearly visible on the package. Within the warranty, Bosch Security and Safety Systems assumes the costs for inbound and outbound shipping. Outside of the warranty, the transport costs are included in the repair price.

Customs clearance, customs fees, and taxes
Additional costs may be incurred when shipping to countries outside the EU (such as customs clearance, customs fees and taxes etc.) and must be paid by the customer.

Packaging
The device must be returned in packaging that is the same as or similar to the original packaging and is suitable for transport. In the case of exchange devices, you should ideally use the packaging of the exchange device. Please note: Any original packaging sent to Bosch Security and Safety Systems cannot be returned to the customer.

Exchange devices
In the case of an Advanced Exchange (AE), the customer will receive a replacement device before Bosch Security and Safety Systems receives the faulty device. Replacement devices are generally dispatched **without accessories**. You **must not include accessories** with the return (e.g. remote control, cable, external power supply etc).

Bosch Security and Safety Systems is authorized to invoice the value of the advance exchange device to the customer if:

1. Bosch Security and Safety Systems has not received the faulty device within **10 days** of the delivery of the advance replacement.
2. The faulty device is returned in a condition that does not meet the terms of the warranty.
3. The returned device does not match the specifications on the RMA.

If Bosch Security and Safety Systems receives the faulty device after the customer has been invoiced for the exchange device, Bosch Security and Safety Systems will invoice the customer a fee that depends on the invoice amount and return date.

Repairs outside of the warranty/guarantee
The customer will receive a repair work confirmation for repairs including details of a flat-rate price or an individual cost estimate. Both prices include transport costs, diagnostics, cleaning, necessary updates if required, repairs, spare parts, calibration, function test, and repair report. To place the order, the customer must sign this confirmation and send it by e-mail or fax to Bosch Security and Safety Systems. Bosch Security and Safety Systems offers a 90-day warranty on repairs.

In order to create a cost estimate, interventions must be carried out on the device. In some circumstances, these interventions shall not be resolved if the repair order is not issued. The customer is not entitled to request that the device be restored to its original condition. Wherever possible, Bosch Security and Safety Systems will keep any modifications to a minimum. The flat-rate price for repairs does not apply if the device is beyond economical repair (the value of the repair exceeds the residual value of the device). In these exceptional cases, Bosch Security and Safety Systems reserves the right to adjust the flat-rate price in accordance with increased expenditure. The customer will be informed of this adjustment accordingly.

Charges
If the customer does not confirm the cost estimate within 14 days or declines it, Bosch Security and Safety Systems shall return the device to the customer and charge a handling fee to cover the costs associated with the error analysis and transportation costs. A handling fee will also be charged if the device is to be scrapped at the Bosch Security and Safety Systems plant.

Liability
Rights to claims for damages due to slight negligence – irrespective of legal basis – are excluded. If the device is damaged during repair, Bosch Security and Safety Systems is solely authorized and obligated to provide corrective maintenance free of charge. This excludes any costs that arise during exchange and installation at customer premises. If it is not possible to carry out the corrective maintenance or if the associated costs exceed the exchange value, Bosch Security and Safety Systems can instead exchange the device by paying the purchase price for a comparable device or, at its own discretion, supply a new or exchange device. The same applies if the device is lost.

Place of jurisdiction
If the customer is a trader or a legal person under public law, the place of jurisdiction is Straubing, Germany.