

## Return Merchandise Authorization (RMA) Process Europe Middle East Africa (EMEA)

To obtain service under this Limited Warranty, an APsystems' customer must comply with the following mandatory steps:

- 1- To be eligible for this service, the request may only be formulated by a company and must have a current (or past) direct business relationship with APsystems.
- 2- If the company has purchased an APsystems product from an authorized distributor, he must 1<sup>st</sup> contact his distributor to get 1<sup>st</sup> level troubleshooting support, leveraging available online FAQ on APsystems website ([emea.apsystems.com/resources/faq/](http://emea.apsystems.com/resources/faq/)).
- 3- If step 2 does not solve the issue faced by the installer, **the Installer must fill in a support request form online ([emea.apsystems.com/resources/support/](http://emea.apsystems.com/resources/support/))**.
- 4- Upon receipt of the online form, APsystems Technical support will analyze the issue within 2 business days to status on the support case and inform the installer on the next step.
- 5- In case further analysis requires a physical check of the product, the customer must send the product to the APsystems address below, at his own cost.
- 6- On receipt of the product, APsystems technical support will provide information about the status of the eligible replacement within 3 business days. If the unit proves not to be defective according to APsystems, the product will be sent back to the customer by customer request.
- 7- In case a Return Merchandize Authorization (RMA) process triggers the replacement of the product as a result of the analysis, APsystems Technical support will revert to the distributor or **installer** accordingly to carry out the replacement of the product upon provision to APsystems of:
  - O The serial number of the defective product
  - O An RMA must be issued by APsystems Technical Support for the product warranty replacement to be honored.

APsystems products are designed, manufactured and tested to comply with local grid requirements. Any modification made on the product such as cutting cables , replacing connectors or else will exclude the product from an RMA claim as the warranty cannot apply. According to the location of the installed product, APsystems will reserve the right to apply the above procedure or not. Our product certifications can be downloaded online on [emea.apsystems.com](http://emea.apsystems.com)

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