Dear Customer,

Despite our high level of attention to quality, return deliveries are sometimes necessary. In order to handle these returns quickly and flawlessly, please make note of the following information:

**In the event of a return**

- The goods must be sent to our address along with a bill of delivery. (Please request an RMA number from us at info@etronics.ch before sending back the goods).
- Please enclose the RMA bill of delivery/return delivery ticket with the package.
- Send the goods to the address indicated - shipping cost paid by sender.

**Please note!**

- We do not accept returned goods which do not arrive at our location free to the door.
- Returns must be in original packaging or protected by adequate packaging. This prevents the goods from being damaged in transport.
- Please use the same method of shipment as etronics AG.

**The warranty will expire if:**

- Improper packaging results in damages (no anti-static packaging, no foam insert, no impact-resistant external packaging, no loose goods),
- Products are mechanically damaged (if you detect transport damages, you must report them to the delivery agent immediately! Please inspect the condition of the packaging!),
- Products have been altered (e.g. from soldering), products are deformed, or connectors, pins, or the like have broken off,
- Adhesive strips or other adhesives have been attached to the components (ESD!),
- Additional items or several components are found in the same packaging (ESD!).

**Potential costs**

- If no defects are found in the goods that you have returned to us, we shall charge you a processing fee of CHF 150.00 plus transport costs and statutory value added tax. Any additional inspection costs by the manufacturer or any potential inspection cost of an independent external testing laboratory will be shown separately on the invoice.
- If a chargeable repair by etronics AG or by our manufacturer is indicated, we will inform you of this without delay and you will receive a cost estimate from us.