

## RMA-conditions

In case you are in the unfortunate circumstances that you have a Simco-Ion product that is not functioning properly we aim to help you as best as possible.

You can follow our RMA-procedure and find out if your product can be repaired and what the costs will be. The indicated costs are binding for you and Simco, once Simco receives the product.

**Inside the EU return shipment to you is free of charge. A small contribution may be charged outside the EU.**

**Cost for shipment and transportation of items to Simco is always at your expense.**

Transparent and fast. No hidden costs. Repair costs include materials and labor costs. No correspondence about details.

Simco will grant 3 months full warranty on the repair.

Repair costs for measuring devices always include calibration.

To complete the procedure, you need the original item number and the serial number or production date. Please refer to our FAQ section if you need help finding this information.

### RMA-procedure:

Go to [www.simco-ion.co.uk/repair](http://www.simco-ion.co.uk/repair)

**Step 1:** Fill out the RMA form

**Step 2:** Send the defective equipment to Simco with the RMA number

The repair starts automatically when the items are received by Simco. Repairs will be conducted according the offered prices on the RMA form. By sending the items to Simco you agree with the offered prices and conditions. The offered repair price is valid for 2 months.

**Step 3:** You will receive your repaired items including an invoice.

Simco ships it within 5 working days when repaired. Within max 15 working days when it will be replaced by a new item.