

RMA document for AEQ repairs

RMA PROCEDURE:

1. Please fill out the RMA document. **It is necessary to fill out one form per unit.**
2. Once completed, send it by email to support@aeq.es for validation.
3. After approval of the document, AEQ will send you the new document with your RMA number.
4. Send this RMA sheet together with the equipment to be repaired, inside the box. If there is more than one unit, please write the RMA number on each box.

Shipping address: **C/ Margarita Salas n.º 24, Parque Científico – Tecnológico Leganés, 28919, Leganés (Madrid, España)**

The products have to be shipped in the original packaging. If the products are not shipped in the original packaging, a new one will be provided when finishing the repair. The cost of the new packaging will be added to the total cost of the repair.

AEQ does not assume any responsibility for damages caused during transport.

The fields marked with an asterisk are required. (*)

Client information:

Name*: <input type="text"/>	Company*: <input type="text"/>
Phone*: <input type="text"/>	Email*: <input type="text"/>
Source Address*: <input type="text"/>	Return shipping address*: <input type="text"/>
ZIP code*: <input type="text"/>	Country*: <input type="text"/>
	ZIP code: <input type="text"/>
	Country: <input type="text"/>

Equipment details:

Equipment model*: <input type="text"/>	Serial number*: <input type="text"/>
RMA number*: <input type="text"/>	Support ticket number*: <input type="text"/>
Date of purchase (aprox): <input type="text"/>	Date of failure*: <input type="text"/>
Failure description*: <input type="text"/>	
Notes: <input type="text"/>	

AEQ Repair Terms and Conditions

TERMS AND CONDITIONS:

1. The repairs have to be accepted by the AEQ Customer Service department through the RMA document, which can be obtained through the AEQ website, under Contact > Customer Service.
2. All repairs have a minimum cost, in terms of labor and management, of € 90 (excluding VAT), excluding repairs under maintenance contract, which are subject to special conditions agreed in the contract, and repairs under warranty.
3. The transport expenses are not covered by the AEQ warranty, except in cases where there is a maintenance contract that indicates it.
4. A quote will be sent for each repair, which must be signed, stamped and returned by email to support@aeq.es
5. The repair quote is valid for 1 month.
6. The non-acceptance of the repair quote will entail a cost of € 85 for the analysis, with diagnosis of the equipment, and elaboration of the quote.
7. Once the quote has been sent and if the equipment remains more than 1 month in the AEQ facilities, AEQ reserves the right to charge storage costs, which will cost € 25 for each month the equipment remains in the AEQ facilities.
8. If the repair quote is not accepted and the equipment is not removed from the AEQ facilities or no answer is received after 4 months, the equipment will be considered property of AEQ and will be recycled.
9. It is assured exactly the repair made, both in materials and workmanship, and not other possible damages that could have the same or similar effects.
10. The repair warranty period will be 3 months.
11. Equipment that has been opened, modified or repaired by people outside the AEQ after-sales service cannot be considered under warranty. Nor can the equipment that shows signs of damage from shock, electric shock, liquid intake, or any other external cause.
12. Equipment that has unreported physical damage, such as broken handles or bent panels, and whose repair cost is less than € 30, will be repaired and the cost will be added to the final repair. In the event that the cost to repair these damages exceeds € 30, the customer will be informed by e-mail and the repair or non-repair of such damages will be agreed with the customer.
13. The payment of the repair must be made in advance, except in cases in which the type of payment has been agreed between the two parties beforehand. Payment methods are: bank transfer, credit card, cash or cash on delivery.