

**PR**

**RMA Procedure**

Rev 1.01

Televic Healthcare

EN

20/06/2016

**Abstract**

RMA Procedure to return goods to Televic Healthcare

**Document history**

Revision	Date	Editor	Description
1.01	20/06/2016	CV	Initial document

**Televic - All rights reserved**

Televic assumes no responsibility for any errors that may appear in this publication, or for damages arising from the information therein. Televic reserves the right to modify designs and alter specifications without notice. This document and its supplementing elements, contain Televic or third party information which is proprietary and confidential. Any disclosure, copying, distribution or use is prohibited, if not otherwise explicitly agreed in writing with Televic.

**Table of content**

---

1.	Identify your product.....	3
2.	Type of RMA .....	3
2.1.	Logistical error:.....	3
2.2.	Technical RMA:.....	4
2.3.	Administrative RMA: .....	4
3.	Issuing of RMA Number.....	4
4.	Sending an RMA .....	4
5.	Confirmation of receipt of the RMA.....	5
6.	Processing the RMA.....	5
7.	Cost of repairs .....	5
8.	Out of warranty .....	5
9.	Conditions.....	6

## 1. Identify your product

---

When completing your RMA (Return Material Authorisation) request, you are asked to provide details such as:

- The product's item code as given by THC
- The invoice or delivery note number assigned to your THC product
- The number of products and, if applicable, the serial numbers
- A description of the problem or complaint
- The return address that the repaired goods should be sent back to (if applicable)
- Photos of the defective products, in particular if there is shipping damage

## 2. Type of RMA

---

THC makes a distinction between logistical errors, a technical RMA and an administrative RMA.

A **logistical error** refers to a mistake that was caused by our logistics department and is not covered by the RMA procedure. The corrective action will be carried out by our logistics department. You do not need to return the products. Our logistics department will contact you to complete the process.

A **technical RMA** refers to a product failure and the associated processing of the warranty or repairs.

An **administrative RMA** refers to a human error during the processing of your order and the associated corrective action. When requesting an administrative RMA, the products must be returned undamaged, in their original packaging and without tape or markings.

When filling in the RMA request, you are asked to state which type of RMA applies. A distinction is made between the following types:

### 2.1. Logistical error:

- Wrong delivery, differs from the invoice (During the processing of your order a pick error was made by THC)
- Too many items (you received more items than you ordered)
- Not ordered (you received products that you did not order)
- Shipping damage (if our products are delivered to you damaged, you can make a claim. Please include photos)

### 2.2. Technical RMA:

- DOA (Dead On Arrival)
- Warranty repairs
- Non-warranty repairs
- Other (please provide a description)

### 2.3. Administrative RMA:

- Ordered too many (you accidentally ordered too many products)
- Wrong order (you accidentally ordered the wrong products)
- Exchange (you are returning products as part of a trade-in offer)
- Other (please provide a description)
- After completing the form, you can send it to THC.  
(follow the instructions described on the website)

## 3. Issuing of RMA Number

---

After your request form has been received by THC, we will process your RMA request and send you an RMA number by email as quickly as possible. This number will be sent to the email address you provided on the request form.

The issued RMA number will remain valid for two months. If your return delivery is not received within this period, the RMA number will become invalid and your delivery may be refused.

## 4. Sending an RMA

---

After you have received an RMA number, you can send the products to THC. The RMA number must be clearly visible on the outside of the package. Packages with no visible RMA number will be refused by THC.

The delivery costs are at the expense of the sender. Repaired or replaced products will be sent back to you at the expense of THC. Packages delivered at the expense of THC will be refused.

You can send the RMA package to this address:

Televic Healthcare  
T.a.v. afdeling RMA  
Leo Bekaertlaan 1  
8870 Izegem  
BELGIUM

The sender is responsible for using proper packaging in order to prevent shipping damage.

### **5. Confirmation of receipt of the RMA**

---

After THC has received the RMA package, you will receive an email with a confirmation of receipt. It will be sent to the email address you provided in the RMA request.

### **6. Processing the RMA**

---

After receiving the products, THC will process the RMA. If it is a technical RMA, THC will test the products and check them for the defect noted in the request.

If it is an administrative RMA, the commercial value of the products will be evaluated.

### **7. Cost of repairs**

---

If the RMA includes repairs not covered by the warranty, you will receive an estimate of the cost of repairs from THC in advance. Only after you have given your approval will THC begin the repairs.

### **8. Out of warranty**

---

If you make a claim under the warranty however, after inspection by THC, the products are discovered to be outside the warranty period, THC will return the products together with a technical report.

After THC has processed your RMA, you will receive a confirmation email or a copy of the delivery note if your RMA is already being returned to you. This email will be sent to the email address you provided in the RMA request.

### 9. Conditions

---

THC has a number of conditions for processing RMAs:

- RMA packages will only be accepted if an RMA number is clearly legible on the outside of the package.
- RMA packages will only be accepted if they are delivered duty paid to THC to the address: Televic Healthcare, t.a.v. afdeling RMA, Leo Bekaertlaan 1, 8870 Izegem, Belgium
- For administrative RMA requests, the products will only be reimbursed if they are returned undamaged, in their original packaging and without tape or markings.

If you have questions about the RMA procedure, please contact [rma.healthcare@televic.com](mailto:rma.healthcare@televic.com)