

Customer information R E P A I R S

Dear client,

you are right demanding low prices and short delivery times from your suppliers. This does not apply only for delivery of goods but also for repair of defective products.

To improve these benefits MASS joined the international mode of the RMA procedure (**Return of Material Authorization**). This was arranged to simplify administration, to enhance quality, to speed up operations and to reduce costs. As it is impossible to oblige everybody's repair demands individually and free of charge we refer to our **RMA conditions and forms**, downloadable from our internet homepage www.mass.de/download.

Part of this procedure is acceptance of shipment charges to the addressee by the consignor. The return will be taken over by the producer in case of warranty. Exceptionally important is to request a **RMA document number** and to note it on the forwarding label before the product will be expedited. In order to avoid costly and unsuccessful repairs by the producer he must check the product to be repairable, check continuous inventory stocks of spare parts to evaluate a promising repair, provide experienced service personnel and to check the product being delivered by the addressee at all. These essential inquiries should be done by the manufacturer before the defective product arrived.

That is why recipients of repairs **refuse acceptance of parcels without RMA document number**, sending back the product at the expense of the sender. Please help us avoiding those irritating and needless actions.

We ask you for understanding.