



RMA (Return of Material Authorization) Procedure

MASS offers a variety of possibilities how to get your unit repaired. You have the choice of:

- Repair of the unit at the MASS facility Use our form **RMA-REPAIR**
- Standard exchange of spare parts Use our form **RMA-SPARES**
- Pre-Exchange of spare parts Use our form **RMA-SPARES**
- Purchase of spare parts Wearing parts or restocking of your warehouse

Instructions

In order to give you the best service, it is necessary to follow our instructions.

- Please always apply for a RMA number before returning any units for repair or any defective spare parts for exchange. We require that you either complete our form **RMA-REPAIR** or our form **RMA-SPARES**.
- If the RMA form is completed correctly, we will issue a RMA number within two working days and fax it back to you. This RMA number is valid for four weeks.
- Please affix our service tags to the defective parts.
- Put a copy of your delivery note and the RMA form inside the package.
- Please return the defective parts with this RMA number within four weeks freightage prepaid to us.
- Any returns of defective units or parts without valid RMA number will not be accepted and, without prior notice, returned to you at your cost.
- After four weeks we will debit you for any return of replaced spare parts with a restocking charge of 15%.
- After six months we will not credit any returns.

Purchase of spare parts

We suggest to keep a stock of the most needed spare parts in your warehouse.
Please order them at the address given below.

Requests

If you need informations on warranty status, specific spare part numbers etc. please give us all details you can obtain. In order to identify a specific spare part we need the serial number or at least the part number of the unit.

Warranty

Our standard warranty period is 12 months for units and 12 months for spare parts, beginning with date of delivery.

Following components are not covered by warranty:

- Batteries • Broken displays or touch screens
- Fans • Broken or bent mechanical parts

Contact and Delivery Address

MASS GmbH
Service department
Josef-Bautz-Str. 15
D-63457 Hanau

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