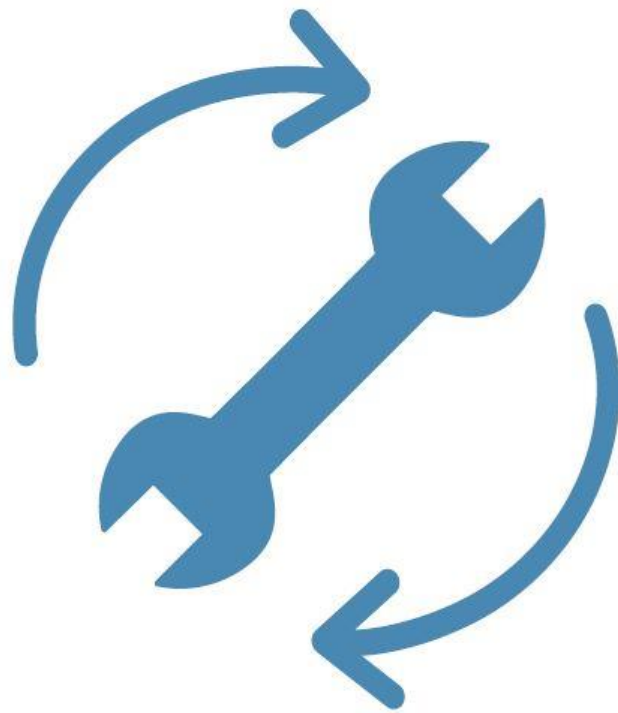


# Customer Information for RMA Processing



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## 1 Procedure for returning material for RMA

- Request a return by completely filling out the RMA request form on the website [www.linmot.com/support/RMA](http://www.linmot.com/support/RMA).
- Wait for the RMA request approval form and assigned RMA number from LinMot USA, Inc. If there is no response within 72 hours, contact [usaorders@linmot.com](mailto:usaorders@linmot.com).
- Send the goods to the address indicated on the RMA request approval form. Include the assigned RMA number on the packaging.
- The return shipment is always at the sender's expense.
- Pack the articles exclusively in their original packaging to avoid transport damage
- The risk of transport damage due to incorrect packaging is borne by the sender.
- Returns are always made at the sender's expense and risk.

## 2 Evaluation and testing fees

There is an inspection and evaluation fee of \$250 USD for submitted items.  
Prices are subject to change at any time.

## 3 Return and restock fees

### **Unopened in its original packaging.**

Returns must be made within 90 days after delivery.

There is a 30% restock fee for items being returned for credit.

The items must be returned in new, unused, and unopened condition.

No returns after 90 days.

### **Original packaging, opened, as new without traces of use:**

Returns must be made within 90 days after delivery.

There is a 50% restock fee for items being returned for credit if they require repackaging or inspection/evaluation.

The items must be returned in new and unused condition.

No returns after 90 days.

### **Products with signs of wear:**

Products with any signs or traces of use/wear will not be credited. There will be a 100% restock fee and the items will be recycled on the customer's behalf.

Products sent back for replacement will not be credited if they show evidence of any use.

### 3.1 Definition: Signs of wear

An article or product is considered without signs of wear if it optically corresponds or matches to a newly unpacked article.

That means:

- No scratches, scrapes, or dents on the entire housing or product
- No cuts, crushing, contamination of cable material
- No damage, tool marks, or dirt on connectors or screw-type connectors
- The product shows no impurities or first signs of use
- Original product label is not damaged / modified / removed
- Cardboard packaging is undamaged and not soiled/marked in any way

## 4 General repair conditions

By submitting a product for RMA, the sender also agrees to the following additional general repair conditions. These general repair conditions are subject to change at any time.


1. By sending in LinMot / MagSpring products, the sender agrees to pay the evaluation fee and all associated shipping costs.
2. The return shipment of products will be at the sender's expense.
3. Only individual LinMot / MagSpring products are examined by the RMA. LinMot / MagSpring products which are installed in a 3<sup>rd</sup> party assembly / unit will not be checked and will be returned at the sender's expense.
4. The configuration of an RMA submitted drive is reset to factory default settings. The customer is responsible for backing up their drive configuration before submitting any LinMot products.
5. Within the scope of the RMA process, the firmware of a submitted drive may be updated to the latest version of firmware.
6. Products whose degree of contamination prevent a fundamental check will be assessed a cleaning fee.
7. Contaminated products declared as "not cleaned" according to the decontamination declaration will not be processed.
8. Products which may still contain residual contamination according to the decontamination declaration will not be processed.
9. Submitted products without an RMA number, or a missing / unsigned declaration of contamination will not be processed.
10. Depending on the products to be tested and the results of the initial inspection, additional tests and testing costs may be assessed to the sender.
11. An assessment / check of the return components is required before a cost estimate can be given for repairs. The customer must approve this repair offer for further processing. Repairs will only be carried out after email approval by the customer.
12. The processing time of an RMA depends on the type and quantity of products submitted, the type of tests or inspections that need to be performed, and the customer's decision time for the purpose of repair approval. The total processing time cannot be guaranteed.
13. Products that have been identified as defective and designated by the customer for disposal will be disposed of immediately upon completion of the RMA. A later return of product is no longer possible.

## 4.1 Decontamination declaration

To protect our employees and our operating resources we require information on the application environment of any returned product. The decontamination declaration is mandatory and may only be completed and signed by customer authorized personnel.

A signed decontamination declaration is required before any inspection and fault analysis of the returned product. NTI AG / LinMot USA, Inc expressly reserve the right to reject the shipment for unsigned decontamination declarations.

NTI AG / LinMot USA, Inc define the following as possible contaminants that may have affected the product:

	Irritating	Substances and preparations are considered an irritant if, without being corrosive, they can cause inflammation in brief, prolonged, or repeated contact with the skin or mucous membrane.
	Toxic	Substances and preparations are considered toxic if contact with these substances can result in poisoning or death.
	Dangerous to the environment	In chemical and traffic law, substances or preparations are regarded as dangerous for the environment if they or their resulting products are capable of changing the natural balance of water, soil or air, climate, animals, plants or microorganisms in such a way that can cause dangers for the environment.
	Oxidizing	Oxidizing substances support combustion but are not flammable themselves. Their effect and danger are based on the fact that they provide the oxygen necessary for burns and continue to maintain combustion even when no atmospheric oxygen is present.
	Radioactive	Radioactive contamination is the contamination of persons, solids, liquids or gases with radioactive substances. These substances can cause biological damage through the ionizing radiation emitted.
	Harmful	Substances which are harmful to health are labelled with the harmful hazard designation if they can cause acute or chronic damage to human health when swallowed, inhaled or ingested through the skin.
	Corrosive	Corrosive substances are substances that have an etching effect, i.e. destroy living tissue or attack surfaces. Corrosive substances include stronger acids and bases as well as compounds that react strongly alkaline or acidic with water. Oxidizing and dehydrating substances can also be corrosive. Corrosive substances can be organic or inorganic, solid, liquid or gaseous.
	Flammable	Substances and preparations are considered flammable or flammable if they have a low flashpoint.
	Explosive	Unstable explosive substances, mixtures and products containing explosive(s), self-reactive substances and mixtures, organic peroxides.
	Biohazard	Objects marked with the biohazard symbol pose a hazard to humans and the environment caused by biological substances or organisms. Examples include medical waste, biological samples contaminated with microorganisms, viruses, toxins from biological sources, etc. which are pathogenic to humans, animals or plants and therefore pose a potential hazard.
	No contamination	There is no danger from the product, the product has not been brought into contact with any dangerous substances.

The cleaning agents and lubricants specified / prescribed by NTI AG / LinMot USA, Inc in the respective installation guides are not to be regarded as possible contamination (LU02, LU06, LU07).

## 4.2 Assembly contamination

It is recommended to dismantle and separately clean / decontaminate any assembled LinMot or MagSpring products.

It is the sender's responsibility to ensure that all areas that are inaccessible due to assembly are also cleaned and decontaminated.

## **5 Reasons for return**

NTI AG / LinMot USA, Inc defines the return reasons listed below, which can be specified in the RMA request. Please observe the conditions listed in each case.

### **5.1 New Item: Needs to be evaluated**

In the RMA form, select the return reason "New Items: Needs to be evaluated" for the item entered. Specify a contact person for technical questions about the application.

### **5.2 Failure Analysis – Repair if possible**

In the RMA form, select the return reason "Failure Analysis – Repair if possible" for the item entered. Please state the error and if there is a suspected cause of failure. It is essential that an exact description of the problem is entered in the lines provided on the form.

Specify a contact person for technical questions about the application.

### **5.3 Incorrect delivery by NTI AG / LinMot USA**

In the RMA form, select the return reason "Incorrect Delivery" for the item entered.

The correct goods will be shipped directly to the sender upon receipt of the incorrectly shipped goods.

### **5.4 Incorrectly ordered products**

In the RMA form, select the return reason "Incorrect order for the item entered". The sender will then receive a response with directions to return the incorrectly ordered goods. Send the goods to the address indicated on the RMA request approval form and include the assigned RMA number on the outer packaging.

The incorrectly ordered products must be returned within 30 days after receipt of the return delivery note. Please note the additional conditions on the following pages.

## 6 FAQ

### **Why do I have to register an entry?**

By registering, the testing and repair process is less time-consuming and saves queries about your submission. The repair department is already informed in advance about the goods, condition and defect pattern and can quickly carry out an error analysis.

### **Why is a decontamination declaration necessary?**

In order to protect our employees and our operating resources, it is necessary that the material sent in is safe. Since we do not know the application environment and potential hazards, we are dependent on your information and must therefore insist on this information.

### **Why is an exact error description necessary?**

The device testers perform a standard test of the hardware and interfaces.

Depending on the problem, the actual error may not be detected because, for example, the temperature, vibration or other aspects are missing to reproduce the error at the time of the test.

If there is an error description on your part and the test result does not show an error, further tests are performed to locate the error.

Without an error description it is assumed that only the standard testing is required.

### **Why should I reply to the RMA report / offer?**

We want to give you maximum flexibility in your repair decision. Therefore, you will receive a repair report, on which you mark the additional instructions and inform NTI AG/LinMot USA, Inc. with further instructions.

For example, a cable is not repairable and is defective at one end. Since it becomes shorter when the defective piece is removed, repair is not possible. If the customer would like to use the cable with a shorter length, these instructions must be clearly provided.

Since we cannot provide unlimited storage capacity for repaired goods, we must dispose of the material after four weeks without your feedback.

## 7 Questions about the RMA

If you have any questions about the RMA, please contact [usasupport@linmot.com](mailto:usasupport@linmot.com) or [usaorders@linmot.com](mailto:usaorders@linmot.com). State the RMA number in the email header.

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# ALL LINEAR MOTION FROM A SINGLE SOURCE

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