



TTI
PCTCAN · Albert Einstein, 14
39011 Santander · Cantabria
España / Spain
Tel: +34 942 29 12 12
comercial@ttinorte.es

RETURN MERCHANDISE AUTHORIZATION (RMA)

To submit a Return Merchandise Authorization (RMA) request, complete the following form and send it to support@ttinorte.es. You will be notified with an RMA number if your return request has been approved.

Shipping information for sending the unit to TTI and complete RMA details are described on Page 2 of this form.

For TTI use only (Leave blank, do not fill)	
Assignment Date	
RMA Number	
Warranty · Non-Warranty	

Customer information			
RMA Request (Today's date)		Company	
Contact name		E-mail	
Address		City	
		Zip code	
		Province · State	
Country		Phone	

Product information	
Model No. (Part No.)	
Serial Number	
Order · Invoice	

Reason for return or description of problem



Shipping information

You are not allowed to ship the hardware before receiving written acknowledgement form TTI. This acknowledgement will include the RMA number.

The RMA number is valid for 30 days.

The RMA number must be clearly written on the shipping box, visible at all times.

A copy of this RMA form must be included with the product when it is returned to TTI. Shipments arriving freight collect or without an RMA number shall be subject to refusal.

Product(s) must be returned in the condition in which they were received. Use the original TTI packaging if available. Modifications or damage may void the warranty. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

The customer is responsible for shipping the hardware from his location to TTI, including sustaining the shipping fees and generating the appropriate paperwork.

TTI is not responsible for the loss of product, damage or additional delays due to inappropriate or incomplete instruction.

RMA product should be shipped to:

*TTI Norte S.L.
Atención al Cliente - Soporte
Parque Científico y Tecnológico de Cantabria
C/ Albert Einstein 14
39011 Santander · Cantabria, España / Spain
Tel: +34 942 29 12 12*

Warranty

All TTI products are covered under a one (1) year warranty, unless otherwise stated in the contract, from date of its shipment from TTI's installations/facilities

This warranty covers only failures due to defects in materials and workmanship that occurs during the period of the warranty. It does not cover damage that occurs during shipment, failure caused by operation of the product outside the published electrical or environmental specifications, improper installation procedures or malfunctions caused by misuse of the product.

Furthermore, this warranty does not cover any product that has had the serial number altered, defaced, or removed. There are no express or implied warranties except listed above.

TTI will pay the cost of standard shipping the product back to the customer when the repairs are completed. All import duties, customs fees, taxes of any kind, or any related fees are the sole responsibility of the customer. Customer is also responsible for payment of International Duties and Taxes.

Non-Warranty

Non-warranty repair service is available from TTI for a nominal charge. Non-warranty repair service can be obtained by contacting TTI and requesting a return authorization number (RMA), as described above.

For out-of-warranty returns, prior to performing a repair or issuing a replacement, TTI will advise the customer of the repair estimate and obtain customer approval prior to performing work. The customer is responsible for paying the cost of the shipping to and from TTI.

All returns are subject to 250 € Administrative Processing Fee and return shipping charges if the unit is found by TTI to be operational and without defect upon testing.

I agree to the terms and conditions listed/stated above ☐ Name: