

Return Merchandise Authorization (RMA)

Delivering good service is paramount for Microfan B.V.. To handle a return shipment or repair as smoothly and efficiently as possible, we follow this RMA procedure.

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1. Return shipment registration

All return shipments or repair requests must be registered **prior** to shipment at Microfan.

1.1 Registration

Register your return shipment or repair request via www.microfan.com/rma.

We normally process your request within 1 to 2 business days. After accepting your request, we will send you a confirmation email with a unique RMA number. With this RMA number you can send the product back to us.

1.2 Shipping

Write the RMA number **clearly readable*** on the box. With any shipment, make sure the following conditions are met:

1. Always include a (copy) invoice.
2. In case of used products: make sure the product is thoroughly cleaned.
3. Make sure the product is packaged properly.
4. Send your shipment with sufficient postage paid and including sender information to:

Microfan B.V.
[Your RMA number]
Industriestraat 23
5961PH HORST

** Your confirmation mail includes the unique RMA number. You can also print out and use the address label included in the confirmation email.*



- Due to health regulations, uncleaned products are **not** accepted.
- Poorly packaged goods or goods with visible transport damage are **not** accepted.
- Not or insufficiently prepaid consignments are **not** accepted.
- Packages without a clearly visible RMA number on the outside of the packaging are **not** accepted.

If one of the above conditions is not met, we will always refuse the return shipment.

2. Conditions

In all cases in which we act as supplier or provider, the latest version of the METAALUNIEVOORWAARDEN apply to our quotations, our assignments and to agreements concluded with us (unless otherwise stated in writing).

2.1 General

- Customer specific products **cannot** be returned.
- All return shipments must be notified to Microfan in advance according to our RMA procedure (see: [1. Return shipment registration](#)). The RMA number must be written **clearly readable** on the box. You can also print out and use the address label included in the confirmation email.
- You can request the status of your return shipment with the RMA number.
- Return shipments without a readable RMA number or which have not been registered in advance will be refused and the shipment returned immediately.
- If we detect transport damage upon receipt of goods, we will refuse the shipment and return the shipment immediately.
- If, upon receipt of goods, we find that the product has been packed poorly, we will refuse the shipment and return the shipment immediately.
- If the shipment is insufficiently stamped, we will refuse the shipment and return the shipment immediately.
- Shipping costs for returning products to Microfan are always the responsibility of the customer.
- Shipping costs for returning Microfan products to the customer are always the responsibility of the customer, unless warranty applies.

2.2 Warranty

- On top of the minimum warranty period according to the METAALUNIEVOORWAARDEN, Microfan B.V. offers an additional warranty period of six months on its own products.
- Always send a (copy) invoice with a warranty claim.
- A customer can only claim warranty if all other obligations to Microfan have been met.
- If it concerns a product from an external supplier, the warranty period of this supplier applies.
- For batteries and battery packs, a warranty period of six months applies after purchase if a proof of purchase is attached, otherwise six months after the production date.
- If the warranty conditions are met, the product will be repaired or, if repair is not possible, replaced.
- If it has been agreed in writing to send a replacement product, an invoice will be issued for this. The to be replaced product must then be sent back according to our RMA procedure (see: [1. Return shipment registration](#)). If our Technical Support department finds that, after investigation, the product meets the warranty conditions, Microfan will send a credit note.

What is **not** covered under warranty:

- Damage caused by wear and tear, an accident, incorrect installation, improper use, theft, moisture or water, lightning, power surges and overvoltage.
- Cable wear, cable breakage, cable damage or other cable faults caused by improper use.
- Costs for dismounting and/or (re) installation of the product.
- If service to a product has been carried out by non-Microfan authorized personnel.
- In the case of (partially) unreadable product serial and/or type numbers.
- Consequential damage to other products or components.
- Any product not purchased through Microfan or through an official Microfan dealer.
- Defective devices without a valid purchase invoice.

2.3 Credit note

- See the most recent price list for the current costs of cancelling or returning an order.
- Only products that, after approval by our Technical Support department, are assessed as 100% new to sell in terms of composition and packaging are eligible for credit. If the packaging is damaged, stickers are applied to the show box, etc., 10% will be charged.
- Return shipments must take place **within 2 months** after the invoice date.
- Used products are **not** eligible for credit.

2.4 Dead on arrival / damaged on arrival (DOA)

- Claiming DOA is only possible if a new product is defective or damaged directly out of the box.
- DOA products are only accepted if the product is returned new, complete and in the original packaging.
- A limited amount of time is available for submitting DOA claims. Because of this, please test your shipments for DOA products as soon as possible and **no later than 3 months** after the invoice date.
- Report a DOA claim according to our RMA procedure (see: [1. Return shipment registration](#)). As soon as our Technical Support department has determined that it concerns a factory defect or damaged product on delivery, we will provide a replacement product.
- Products that do not meet the DOA conditions will be repaired according to the warranty conditions (see: [2.2 Warranty](#)).

2.5 Repairs

- Always add a **clear** description of the complaint when registering a repair request via www.microfan.com/rma. Namely, all repairs are based on the complaints as described during registration.
- Products that are sent back to Microfan for repair must be delivered **clean/cleaned**. Due to health regulations, uncleaned products are **not** accepted.
- Products offered to us for repair must be supplied complete, including any accessories.
- Repairs are **not** carried out on products older than 5 years.
- Repairs are **not** carried out on products with damage caused by wear and tear, an accident, incorrect installation, improper use, moisture or water, lightning, power surges and overvoltage.
- Repairs are **not** carried out on products that are found to have been repaired (improperly) by someone other than Microfan.
- We do **not** handle repair requests from end users.
- If a product can no longer be repaired, or if repair is no longer economically viable, we will contact the customer. In consultation, the product can be returned, demolished and/or replaced by a new product (for a fee, unless it is covered by the warranty conditions).
- We reserve the right to replace products or parts that are no longer available with an equivalent replacement product or part.
- We offer a 3 month (90 days) warranty on a repair of a Microfan product, **but only on the repair parts that have been replaced**.
- If you wish to obtain a replacement product during a repair period, please contact us via support@microfan.com for the possibilities.

Repair costs (unless the product falls under the warranty conditions):

- See the most recent price list for our current research- and repair rate.
- All shipping costs for returning shipments from and to Microfan are always the responsibility of the customer.
- If, after investigation, we find that a product offered for repair does not have the described defect, Microfan will charge research costs. This also applies to products that meet the warranty conditions.
- If, after investigation, we find that a product offered for repair under warranty does not meet the warranty conditions, we will calculate the standard repair rate.

3. Contact

Microfan B.V.
Industriestraat 23
5961 PH Horst

Telephone: +31 (0)77 398 56 48
General email: info@microfan.com
RMA request: www.microfan.com/rma

Technical Support: support@microfan.com
Sales: sales@microfan.com

You can request the status of your return shipment or repair with the RMA number.