

SCM PC-Card GmbH - RMA Procedure

1. Please return goods only, you have bought from us directly.
Please include a copy of your invoice or delivery note as a proof of warranty.
If you have not bought the product from SCM PC-Card GmbH, please contact your dealer for warranty replacement.
2. Please send any goods only prepaid including with a RMA number to us.
You can get a RMA number from our hotline under +49 (0) 8441 / 788 - 840 or [**hotline@scm-pc-card.de**](mailto:hotline@scm-pc-card.de).
Please note this RMA number visible on the packet and the delivery note.
3. For products returned to us,
 - o that shows no faults although they have been thoroughly tested,
 - o that has been damaged due to wrong handling,
 - o that does no longer show the guarantee seal,

we reserve ourselves, to charge a testing fee of 25,00 Euro per product.
4. For returned goods without RMA number, we will charge you 10,00 Euro extra costs.
5. We will return products not prepaid, if there is no detailed description of the problem attached.
Problem descriptions has to be detailed (used Hardware, Operating System, etc...).
"No function" or "Reads no cards" are no acceptable problem descriptions!
6. Returned products have got to be complete (hardware, software, manual, packaging etc.) otherwise processing is not possible!
7. For goods returned to us due to a false order (or similar faults) we will charge a flat-rate of 20,00 Euro for order processing.

IMPORTANT

- o Claims for compensation resulting out of transport damages that have been send to you "ex works Pfaffenhofen" have to be claimed at your own expense by the shipping carrier.
- o We do not accept shipping charges where goods haven´t been prepaid for!
- o When returning goods, please pay attention to a suitable packaging!