

## RMA Application (Return Merchandise Authorization)

Dear Valued Customer,

Despite all our quality control efforts, it may happen that you are not satisfied with our products.

In the event, we will do our best to accommodate you and ask that you please follow the procedure below for lodging a complaint:

### Filing a complaint

1. Please notify us in advance of your complaint by sending an email to [sales@lumatec.de](mailto:sales@lumatec.de).
2. Enter only the abbreviation 'RMA' and the device's designation and serial number into the subject line.
3. If you wish to submit several devices, send a separate e-mail with 'RMA' in the subject line for each unit.

Once we have received your email, we will get back to you as soon as possible, either by calling to discuss your concerns or by replying via email with an RMA number. This RMA number is the order number we use to process your shipment.

4. We aim to process your return shipment as soon as possible, so please send us the package only after receiving an RMA number from us.

### Sending in a defective unit for evaluation

1. To assess your complaint, we will need a description of the fault or any components that appear to be faulty.
2. Please send all faulty components within a week and with sufficient postage and insurance to:

LUMATEC GmbH, Linienstraße 9-13, 82041 Deisenhofen, Germany

3. We will let you know if or to what extent repairs will be made by furnishing a brief report or cost estimate to you.
4. To ensure devices are not damaged during transport, send all devices in their original packaging. Please contact us if you no longer have the original packaging. We will send custom-fitted packing materials (the original packaging) to you.
5. Unfortunately, we cannot honor the warranty for improperly packaged merchandise. In this case, you will receive an invoice for the incurred shipping and handling charges.
6. If, despite conducting extensive tests, we are unable to confirm the defect you have described we will return said items to you for a flat-rate handling fee of €75.00.