

IMPORTANT INFORMATION ON RMA & CLAIM PROCESSING

Dear valued customer,

within this document you will find all necessary information to ensure a smooth and fast RMA or claim process. Please pay close attention to the instructions below when sending back products. This will ensure the optimal and fast processing of your RMA or claim request.

- Period of warranty is 2 years from date of purchase unless other manufacturer terms apply. Please note that RMA requests for certain products must only be processed directly with the respective manufacturer.
- Please be as specific as possible with your error description. „Defective“ or „no function“ is not sufficient. Used (i.e. empty) printer supplies as well as recorded media cannot be taken back.
- Receipt of shipments that show transport damage or apparently contain already opened cardboard boxes as well as broken palettes must be refused and accordingly the freight carrier has to be notified in written form. Without this written notification you confirm the receipt of the shipment in immaculate condition by signing the shipping receipt. Further legal claims can only take place under reserve.
Apparent as well as concealed damages must be claimed immediately, yet 3 three days after receipt of the shipment at the latest, in written form by email (rma@mediacom-it.de). For analysis/proof we need significant photos of the transport damage and/or the damage of the goods. Please note: Damaged goods have to be sent back to us.
- Generally, debit notes cannot be accepted.
- Return shipments can only be accepted upon approval by MediaCom – unregistered returns cannot be accepted and will be sent back. EOL products cannot be returned. Should the return shipment exceed 14 calendar days after invoicing a 20% deduction will be charged.
- Complained goods must always be returned complete (including accessories, data carriers, etc.).
- For Printer Supplies (ink cartridges/toner cartridges), a sample printout and a screenshot or photo of the error message/printer display must also be attached to the return.

STEP-BY-STEP GUIDE FOR YOUR RMA & CLAIM REQUEST

1. Completely fill out the attached RMA request form. Please note that detailed error descriptions for each defective product must be provided. Then send the filled out form back to our customer service via email rma@mediacom-it.de or by fax (+49) 07242 / 70 245-77.
2. After reviewing your RMA inquiry our customer service will send you back the RMA request form with a corresponding RMA number.
3. Please use only this form with the corresponding RMA number and attach it clearly visible from the outside to your return package. Freight collect parcels cannot be accepted.
4. After receiving and processing your return consignment you will normally obtain a credit advice (respectively a replacement) which is subject to functional testing.

