

Serial number scanning will be made upon receipt of returned products to validate warranty. No need for you as customer to provide S/N or MAC information but valued if sent to your sales contact within Genexis in any excel format

RMA Terms & Conditions

1. Replacement order

Eventual replacement orders for claimed products will be invoiced at previously agreed sales price. Upon receipt of claimed product, credit invoice will be issued after validation of returned quantity and based on the condition of returned product.

2. Return packaging and shipping

When returning products to Genexis, RMA number should be clearly marked on outside packaging of returned goods. To reduce risk for shipment damage, please use original packaging if available. If items are damaged during return shipment, Genexis will determine if product is repairable. If damaged during transport, warranty is invalid.

Shipping cost for return is with customer's expense, Genexis will pay shipping cost returning repaired or warranty replacement products.

3. Rejected claims, Warranty, Repair, Test

Products within warranty will be repaired, or at the choice of Genexis replaced with either new or factory refurbished parts.

In case that returned products is out-of-warranty or defect is caused by customers handling of product; Claim could be rejected. If determined to be damaged or misused, product is out-of-warranty and subject to be returned at customers expense.

If requested by customer, out-of-warranty product may be repaired or replaced with new or refurbished parts at the expense of the customer. Out-of-warranty repaired, or refurbished products, carry a 90-day warranty. All shipping costs for out-of-warranty repaired or refurbished products is with customer.

For products that have no functional issues, products will be returned and a €15.00 per piece non-refundable diagnostic fee will be charged.

Products not covered by this RMA will be returned to the customer at customer's expense.

4. Rework/Refurbishment

Products sent back for rework/refurbishment will be handled in consignment as customers property, return of reworked/refurbished products will be confirmed and shipped on a separate sales order with agreed rework fee.

5. RMA period of validity

RMA is valid 30 days from issue date.