

**Repair Process:**

- The filled out RMA form must be sent to Laetus via Email, as well as in paper form with the repair shipment.
- A RMA number will be issued by the Customer Support team. This RMA number is also the reference number for the customer.
- In case the warranty period has expired, the customer will receive a quotation for the repair of the component.
- A purchase order must be sent to Laetus before the component is sent in for repair.
- The RMA number must be well visible and written on the outside of the package.
- The sender must carry the transportation / shipping costs of the sent item
- The sender is responsible for the safe packaging of the component
- Laetus will not be held responsible for damages which occur during transport
- Sent repairs without a customer purchase order, or refusal of repair by the customer, amount to an expense of 138,00€ plus shipping costs, for the customer.

Terms and Conditions of Sale and the Laetus Warranty Policy as available on Laetus's website <http://www.laetus.com/en/legal-info/> at the time of placing the PO, including any additional terms referenced therein, shall apply.