**RMA Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Customer Address & Information**

|  |  |  |  |
| --- | --- | --- | --- |
| Customer number |  | Street Address |  |
| Company |  | City, Country, Postal Code |  |
| Contact person |  | Country |  |
| Telephone |  | E-mail |  |

**Please note:**  
Complete all the fields. The more detailed your information is, the quicker it will be processed and will hence avoid queries.

To establish the warranty period, please enclose the **proof of purchase**. Also enter **the complete serial number and date code** of the product (see nameplate) in the corresponding fields below.

|  |  |  |
| --- | --- | --- |
| **Item**  **1** | Type/model (item no.) |  |
| Serial number and/or date code |  |
| IMPORTANT:  Detailed description of problem |  |
| Your ref. number |  |
|  | | |
| **Item**  **2** | Type/model (item no.) |  |
| Serial number and/or date code |  |
| IMPORTANT:  Detailed description of problem |  |
| Your ref. number |  |
|  | | |
| **Item**  **3** | Type/model (item no.) |  |
| Serial number and/or date code |  |
| IMPORTANT:  Detailed description of problem |  |
| Your ref. number |  |

**Service desk contact details:**

Telephone: (321) 242-0300

E-mail: shop@blue-siren.com

If transmitted by email, the terms and conditions for repairs and exchanges on page 2 are accepted.

**General**

The following conditions apply to all repairs and preparatory work such as inspections and cost estimates. In the case of repairs as part of a warranty claim/guarantee, they are supplementary to the terms of warranty.

If within the warranty/guarantee, Blue Siren Inc. will exchange or repair a faulty device free of charge. If, within the scope of a warranty claim, the damage or defect is determined to be a result of misuse, incorrect application, inappropriate packaging, or an unauthorized repair attempt, warranty claims are excluded. This also affects any modifications to the device such as reconstruction. Any costs incurred and to be allocated shall be invoiced to the customer.

After submitting the repair note, the customer will be issued with a RMA (Return Material Authorization) number. This is valid for 30 days from the date of issue. The serial numbers, models, and number of devices sent to Blue Siren Inc. must match the information provided in the repair note. Any discrepancies may lead to longer processing times and/or result in additional costs.

**Product Acceptance**

Blue Siren will only accept products which have been thoroughly cleaned and sanitized. If the product does not meet this standard, Blue Siren will either return the product to the customer and the customer will be responsible for all shipping costs OR charge a cleaning fee which will vary based on the amount of time required to clean it properly.

**Shipping and transport costs**

The device will be collected and returned by a freight agency authorized by Blue Siren Inc.. The customer must ensure that the RMA number is clearly visible on the package. Within the warranty, Blue Siren Inc. assumes the costs for inbound and outbound shipping. Outside of the warranty, the transport costs are included in the repair price.

**Customs clearance, customs fees, and taxes**

Additional costs may be incurred when shipping to countries outside the USA (such as customs clearance, customs fees and taxes etc.) and must be paid by the customer.

**Packaging**

The device must be returned in packaging that is the same as or similar to the original packaging and is suitable for transport. In the case of exchange devices, you should ideally use the packaging of the exchange device. Please note: Any original packaging sent to Blue Siren Inc. cannot be returned to the customer.

**Exchange devices**

In the case of an Advanced Exchange (AE), the customer will receive a replacement device before Blue Siren Inc. receives the faulty device. Replacement devices are generally dispatched **without accessories**. You **must not include accessories** with the return (e.g. cage, cable, external power supply, etc).

Blue Siren Inc. is authorized to invoice the value of the advance exchange device to the customer if:

1. Blue Siren Inc. has not received the faulty device within **10 days** of the delivery of the advance replacement.

2. The faulty device is returned in a condition that does not meet the terms of the warranty.

3. The returned device does not match the specifications on the RMA.

If Blue Siren Inc. receives the faulty device after the customer has been invoiced for the exchange device, Blue Siren Inc. will invoice the customer a fee that depends on the invoice amount and return date.

**Repairs outside of the warranty/guarantee**

The customer will receive a repair work confirmation for repairs including details of a flat-rate price or an individual cost estimate. Both prices include transport costs, diagnostics, cleaning, necessary updates if required, repairs, spare parts, calibration, function test, and repair report. To place the order, the customer must sign this confirmation and send it by e-mail or fax to Blue Siren Inc.. Blue Siren Inc. offers a 90-day warranty on repairs.

In order to create a cost estimate, interventions must be carried out on the device. In some circumstances, these interventions shall not be resolved if the repair order is not issued. The customer is not entitled to request that the device be restored to its original condition. Wherever possible, Blue Siren Inc. will keep any modifications to a minimum. The flat-rate price for repairs does not apply if the device is beyond economical repair (the value of the repair exceeds the residual value of the device). In these exceptional cases, Blue Siren Inc. reserves the right to adjust the flat-rate price in accordance with increased expenditure. The customer will be informed of this adjustment accordingly.

**Charges**

If the customer does not confirm the cost estimate within 14 days or declines it, Blue Siren Inc. shall return the device to the customer and charge a handling fee to cover the costs associated with the error analysis and transportation costs. A handling fee will also be charged if the device is to be scrapped at the Blue Siren Inc. plant.

**Liability**

Rights to claims for damages due to slight negligence – irrespective of legal basis – are excluded. If the device is damaged during repair, Blue Siren Inc. is solely authorized and obligated to provide corrective maintenance free of charge. This excludes any costs that arise during exchange and installation at customer premises. If it is not possible to carry out the corrective maintenance or if the associated costs exceed the exchange value, Blue Siren Inc. can instead exchange the device by paying the purchase price for a comparable device or, at its own discretion, supply a new or exchange device. The same applies if the device is lost.

**Place of jurisdiction**

If the customer is a trader or a legal person under public law, the place of jurisdiction is Florida, USA.