

## **RMA Guidelines (Return Material Authorisation) for returns to Kidde-Deugra Brandschutzsysteme GmbH**

### **Introduction**

These guidelines for returns apply to all products that were purchased directly from Kidde-Deugra. Please contact the distributor if Kidde-Deugra products were purchased via a distributor and you want to send them back during the warranty period.

These guidelines do not affect individual contractual agreements.

### **Return of Kidde-Deugra products**

An **RMA** is required before returning a product to Kidde-Deugra.

This applies to all products, including warranty repairs, repairs outside the warranty, maintenance and credit notes.

### **RMA request form**

Register a claim

*Please complete the following form to register a claim. We will contact you soon*

Customer data

**Company name:\***

**Customer No:**

**Company address:\***

**Zip code / Place:\***

**Country:\***

**Your Ref. - No:**

**Tel:\***

**E-mail:\***

**Return address: (if different from company ad.)**

**Zip code / Place:**

**Country:**

**Contact person:**

**Tel & E-mail:**

## Product data

**Article No from KD\*****Quantity\*****Mandatory in case of warranty: What is the original order number?****Serial No / s****When did you buy this product? (month / year)****Reason for return\*** **Is the product used?\*** **fault description**[+ next article](#)

## Upload

**Contract** **Additional documents** 

## Ending / Closure

**Remark / others****Data protection\***

- We will use the data transmitted by you exclusively for the completion of the return in our company. All employees entrusted with data processing are obliged to maintain the confidentiality of your data. We do not pass on your personal data to third parties unless we are obliged to do so by law and/or official or court orders.

Note: You can revoke your consent at any time for the future by sending an e-mail to [info@kidde-deugra.com](mailto:info@kidde-deugra.com). If you have any questions about privacy at Kidde Deugra, please contact our Privacy Officer [Hans-Josef Klein](#). Detailed information on handling user data can be found in our [privacy policy](#).

Please complete and send the RMA request form online on our website at [www.kidde-deugra.com/register-a-complaint](http://www.kidde-deugra.com/register-a-complaint)

You will automatically receive an e-mail confirming receipt together with the submitted data. For enquiries, please contact Kidde-Deugra in Ratingen +49 (0)2102 405-0.

Required for processing the RMA is the article number, date of order in case of warranty claims, the reason for returning the product and your order (uploading the order is mandatory). Once you received the RMA, the product must be packed (see item "Packing the product" below) and the RMA form – noticed with the mentioned receiving address - affixed to the outside of the package.

### Note

Please note that the material to be submitted corresponds to the article(s) listed in the RMA and on the order. In case of discrepancies, we reserve the right to send the articles back at the owner's expense or to charge a processing fee of min. 150 € net.

Following receipt of the RMA, all products must be sent carriage paid to Kidde-Deugra within 30 days. Unauthorised returns (without RMA) or those that are not sent carriage paid will not be accepted. These will be returned at your expense.

After processing, products will be returned by standard delivery at the owner's expenses. If you wish to use a different delivery method or this is necessary (e.g. by courier), a charge will be made for the incurring costs.

Kidde-Deugra does not accept any costs incurred by the customer/purchaser attributed to wrong, incomplete or incorrect paperwork for the import/export of products.

### Packing the product

Products to be returned must be packed properly to prevent damage in transit. We reserve the right to refuse any warranty obligations in the event of damage attributed to improper packaging.

- All electronic components must be packed/secured in the original packaging with electrostatic discharge protection or equivalent packaging.
- All product parts must be securely packed in shipping boxes to prevent mechanical damage.
- Shipping boxes must offer the products adequate protection in order to withstand the usual shipping loads.
- Do not mark or label the original box.

**Important information when returning extinguishing agent containers:**

Reference is made here in particular to the correct fitting of the discharge safety device (transport/safety cap) of extinguishing agent containers. Correct fitting is compulsory for safety reasons (Pressure Equipment Directive)!

If extinguishing agent containers are returned without the correctly fitted discharge safety device, we reserve the right to charge compensation for expenses incurred (for testing and fitting the discharge safety device) of minimum € 150 net per extinguishing agent container.

**New product returns**

RMA applications for new, unused standard products in unopened original packaging must be made at the latest 90 days following the date of invoice. Each of these applications will be treated as a product-specific case and examined by Kidde-Deugra. Every approved application will be subject to a 15% restocking fee (of the goods net price). The credit note (no payment/reimbursement) must be redeemed within a period of one year from the date of issue.

**Note:** Returns of special orders, customer-specific products, kits, software or batteries will not be accepted.

Kidde-Deugra reserves the right to change these requirements from time to time. The current version and contact information is available at [www.kidde-deugra.com](http://www.kidde-deugra.com). Validity of these Guidelines: 1st October 2018

The terms and conditions of sale, delivery and installation of Kidde-Deugra Brandschutzsysteme GmbH apply and are also available to view at [www.kidde-deugra.com](http://www.kidde-deugra.com).

Kidde-Deugra Brandschutzsysteme GmbH, Halskestraße 30, 40880 Ratingen, Deutschland  
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