

RMA APPLICATION FORM

When TagMaster receives a product, it is checked to determine if it is under warranty or not. If the product is **covered by the warranty**, we will proceed with the repair and then dispatch it back to your preferred address, free-of-charge (including freight cost with our forwarder).

TagMaster offers a **Flat Rate Repair Service for RFID Products** if the product is **out-of-warranty**. Flat Rate guarantees the price and eliminates the need to get estimates and avoids long approval processes. The turnaround time is kept short.

Flat rate service program cost for out-of-warranty repair (including freight cost with our forwarder):

- LR series: See valid RMA Price Sheet for LR-3, LR-6 and LR-6XL
- XT series: See valid RMA Price Sheet for XT-1 and XT-3
- HD series: See valid RMA Price Sheet for 1566xx HD-reader, 1569xx HD-track reader, XT-3HD and LR-6HD

For any questions or more information contact TagMaster Repair and Service team; rma@tagmaster.com
E-mail the signed application to TagMaster AB's Repair and Service team, e-mail; rma@tagmaster.com

TagMaster will then reply with an RMA identification number and an address for returning the goods.

For **returning unrepai red material** we will invoice an administration cost including the freight cost.

Please complete the application below:

Company:		Email address		
Contact person		Telephone number	Date of application	
Return shipment address				
Type of repair service		Product information		
Warranty	Flat rate Repair	TagMaster Product	Part No.	Serial no.
<i>Please tick the box for - Warranty- or / and -Flat Rate Repair- if you accept the Flat Rate Service program for product out-of-warranty.</i>				
<input type="checkbox"/>	<input type="checkbox"/>			
<input type="checkbox"/>	<input type="checkbox"/>			
<input type="checkbox"/>	<input type="checkbox"/>			
Reason for return		Purchase date	Invoice no.	
<i>I hereby accept the payment terms and conditions by signing this application.</i>				
Authorized signature		Name (printed)		

Please note: Before you return a Reader for repair, it is your responsibility to backup all data stored in the Reader. Data recovery is not included in the warranty/ repair service and TagMaster is not responsible for data that may be lost or damage during transit or repair. TagMaster cannot be held responsible for any cost occurred before arrival at TagMaster's return destination. Please return any product in its complete condition to facilitate inspection and repair, preferably in its' original packaging. TagMaster will not accept any goods without an RMA identification number. TagMaster will not accept or repair parts of a reader, returned for repair. TagMaster cannot be held responsible for missing goods sent without an RMA identification number.

Warranty service

TagMaster AB warrants that its products will conform to the applicable specifications and will be free from defects in material and workmanship for a period of 24 months after the original delivery date from TagMaster. This warranty does not apply to products that have been modified, misused, exposed to incorrect voltage polarity, exposed to excessive voltages (including lightning) or have not been installed in accordance with TagMaster's guidelines as described in product literature. TagMaster's sole obligation under this warranty is to repair the returned item or replace any defective products or parts thereof, at no charge.

Non-warranty service

Repairs performed by TagMaster AB are warranted against defective material or workmanship for 90 days from the dispatch date from TagMaster AB. This warranty is void if the Reader is modified, improperly installed or used, damaged by accident or neglect, or in the event any parts are improperly installed or replaced by the user.