

Subject: Return Materials Authorisation procedure
To: info@hukseflux.com

RMA procedure

Pages: 2

Materials, i.e. products or parts of products, may only be sent to Hukseflux after obtaining a Return Materials Authorisation and the accompanying RMA number. To obtain such authorisation, confirmed by issue of the RMA number, please complete the RMA customer service request form, available as a separate document in MS Word and PDF, and e-mail it to info@hukseflux.com. The table below describes the RMA procedure.

SERVICE INTAKE AND HANDLING PROCEDURE	
Determination of requirements	Correspondence between the customer and Hukseflux about the service to be provided
RMA form	Customer sends an RMA form to Hukseflux summarising the situation and requirements
Feasibility check	Hukseflux gives a preliminary advice to the customer
RMA and Proforma Invoice	Assignment of an RMA number and making a preliminary offer (proforma invoice) for budgetary purposes. This proforma invoice also serves to lay down the requirements
Shipment of goods	Customer sends goods to Hukseflux. Typically this transport falls under customer responsibility to limit Hukseflux liability (see shipping instructions on RMA form). A confirmation is sent out by Hukseflux upon receipt.
Examination / diagnostics	Examination by Hukseflux resulting in a final offer or multiple offers for several alternative actions
Decision	Customer gives permission to go ahead
Contract	Hukseflux sends a confirmation, which is the contract between Hukseflux and customer. The text of the confirmation contains all applicable requirements for the service work.
Service	Hukseflux repairs, restocks, calibrates
Shipment of goods	Usually customer picks up goods at Hukseflux. Typically this transport falls under customer responsibility to limit Hukseflux liability (see shipping instructions on RMA form).
Invoicing	Hukseflux sends an invoice for the work carried out
Payment	Customer pays within 30 days from invoice date