



Let's make your move

RMA:

Assigned by AGVE

Repair Request Form

| | | |
|------------------|----------------|------------------|
| Customer | | Delivery address |
| Senders name | | |
| Senders E-mail | | |
| Technical E-mail | | |
| Date (yy-mm-dd) | Customers ref. | |

| | | | |
|-----------|-------------------|------------------|----------------|
| Part Name | AGVE Part Number: | OEM Part Number: | Serial Number: |
|-----------|-------------------|------------------|----------------|

Description of fault observed (Please attach photos, screenshots, etc):

Requested adaption for end user (programming etc):

| | |
|--|-------|
| Ship to AGVE AB Askims Industriväg 9 SE-436 34 ASKIM Sweden Phone: +46 31 7493900 E-mail: repair@agve.se | Misc. |
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AGVE Warranty Policy

- Warranty on new products is, in general, one year from delivery date.
- Warranty is not valid if the unit has been handled incorrectly.
- Warranty is not valid for electronic units packed in materials that might cause electrostatic discharges, like plastic foil or styrofoam peanuts. Only use packing material that is sold as “ESD safe”.
- Units which show no faults when tested will be charged for testing even if the unit is still under warranty.
- Warranty on repairs is three months, counting from customer receiving the completed Repair Report.
- Warranty on repairs will cover only the faults repaired and the faults described in the fault description. Malfunctions detected by customer after receiving the repaired unit back, and not mentioned in the fault description, is not covered by the repair warranty.
- Warranty does not cover shipping costs to AGVE
- Shipping cost from AGVE is paid by AGVE if the product is covered by warranty.
- Malfunctioning components still under warranty must be sent to AGVE for warranty to be executed.
- AGVE offers no product exchange. The actual product sent in for repair is the product that will be returned repaired to the customer.
- AGVE do not offer fixed prices for repairs. Repair cost is based strictly on time spent and components replaced.
- AGVE does not offer storage services for repaired units. Customers are expected to provide AGVE with correct information for return shipping and invoicing following that the completed Repair Report has been received.
- If customer neglects to provide information regarding shipping and invoicing, or vital information for the repair to be executed, in spite of reminders, AGVE will no longer take any responsibility for the unit in question.

AGVE Limited Warranty

- The AGVE Limited Warranty guarantees that the purchaser will have a full refund within the warranty period if the purchased product fails. The AGVE Limited Warranty is typically applied to products built to customer’s request, and to obsolete, second hand and refurbished products. AGVE will still repair or exchange failing products under Limited Warranty if possible. If repair or exchange is not possible, the purchasing amount will be refunded to the purchaser at return of the failed unit.