

Procedure for sending merchandise with RMA (Return Material Authorization)

To use the service to repair or replace the goods pursuant to the Alientech srl Hardware Warranty, you first need a Return Merchandise Authorization (RMA). To obtain an RMA, please contact Alientech srl Technical Support Service through our Help Desk (<https://databank.alientech.to/ticket>).

Only goods that have obtained the approval and a valid RMA number from Alientech srl Technical Support Service will be accepted.

For information about Alientech srl Hardware Warranty terms and conditions, please visit https://www.alientech-tools.com/docs/legals/Alientech_Warranty.pdf.

Do not open or disassemble the Product or its accessories. Opening the Product or its accessories will void the warranty.

Guidelines you need to follow for sending goods to be inspected / repaired:

1. Check the compliance of all the data stated in the form, especially:

- Serial number of the tool
- Address to which the Product must be sent once repaired / replaced.

If the data indicated is not correct, make the necessary corrections before proceeding.

2. Print the authorization forms to send the goods:

- Form "A" must be affixed on the packaging in a prominent position
- Form "B" must be included inside the package
- The automatically generated transport document (Delivery Note or Proforma Invoice) must be introduced inside a transparent envelope and affixed on the packaging in a prominent position

These documents are essential to ensure the traceability and correct processing of the RMA goods at our headquarters. Please use form A, B and the transport document for any package of the shipment.

Without these documents, the Customs will not be able to handle the shipment, nor our Logistics Department will be able to handle the goods.

3. Properly pack the goods, including any accessories of the Product (cables, power supply, adapters, etc.).

Note: in the case of an RMA handled in **Advance Replacement** you must return only the defective Hardware and no other accessories. Any accessories sent in this manner will not be reconditioned or replaced and will be returned in the condition in which they were received by Alientech.

4. Use a courier that provides a shipment tracking system. You must entirely bear the risks associated with the transport of the goods.

Alientech srl does not cover the shipping cost of the goods. You will have to bear all the expenses related to packaging, transport and, if you reside in a country that does not belong to the European Union, customs duties. Alientech srl reserves the right to charge you for any customs duty paid for importing your goods.

Please ship the goods to:

Alientech S.r.l.
Via Dei Cordari 1
13039 Trino (VC) - Italy
Phone: +39.0161.801025 – e-mail logistica@alientech.to

Alientech srl reserves the right not to accept, inspect and / or repair goods not accompanied by the required documents, as per point 2 of these guidelines.

From the date of receipt of the goods at our headquarters, within a maximum of two working days the Technical Support Service will carry out a diagnosis of the Product received and will provide you a feedback.

Products covered by warranty

If the Product is covered by Alientech srl Hardware Warranty, it will be repaired and sent back to you as soon as possible.

Products not covered by warranty

If the Product is no longer covered by Alientech srl Hardware Warranty or the problem detected was caused by accidental damage or unauthorized modifications, you will be contacted by e-mail from Alientech srl and will receive information about the price of repair / replacement and on the payment methods.

The goods will not be processed until we receive your written confirmation of the costs of repair / replacement and the payment of these repair / replacement costs.

If you do not accept the cost for repairing / replacing the Product, Alientech will still charge you a commission for the diagnostic fees, to which will be added shipping costs and any customs duty.

Diagnostic Fee

Alientech srl will charge you 30,00 Euros for diagnostic fees, to which will be added shipping costs and any customs duty, if we inspect your product and determines that is fully functional and thus does not require service.

ECUs sent for control / development of new protocols

The processing time of an ECU vary according to the type of service requested (checking, unlocking, developing a new protocol etc.) and will be communicated from time to time by the Technical Support Service.

Alientech's operation on your ECU/TCU is a paid service. The price for the service is € 90.00 per hour and it will be calculated at the end of the service. Shipping costs are not included.

Important: please note that Alientech will do everything possible to restore the control unit but will not be able to guarantee its operation as it does not have the vehicle on which to test it.

You can check the processing status of an RMA through the reference ticket or by clicking on the link in the e-mail you received confirming the opening of the RMA.

Alientech srl will process your personal data in accordance with our Privacy Disclosure, available at www.alientech-tools.com/legal.