

# RETURNS UNDER WARRANTY PROCEDURE (RMA)

## General conditions.

PikaOne warranty its products to the PikaOne reseller throughout 1 year starting from the end user's purchase date. Transport expenses of the defective products are under the responsibility of the PikaOne reseller and the expenses for the return of the product repaired or exchanged towards the resellers are under the responsibility of PikaOne.

- The consumable (CD, cartridge, Handbooks, cables) are not warranted.
- The batteries and accessories are warranted 6 months.

All explanations on the operation and the conditions for application of the warranty are detailed on the RMA form sent to the customer by the Hotline support (see form on the next page).

The warranty covers all damages caused by electric, mechanical or electronic phenomena directly related to the unit.

PikaOne will not be held responsible for damages and lost of data occurring on the product as a consequence to external circumstances or inappropriate use on the part of the customer.

Breakdown of the product 12 months after the end user purchase with the PikaOne reseller	
PROCEDURE	Comments
After having followed the different steps indicated on the internet site <a href="http://www.pikaone.com">www.pikaone.com</a> , the end user or the PikaOne reseller must call the technical support of PikaOne	Hotline telephone numbers : England +44 (0) 207 949 0192 Germany +49 (0) 696 698 4715 Spain +34 (0) 9 13 49 65 05 France +33 (0) 3 87 17 01 33 Italy +39 (0) 2 48 27 11 44
After diagnostic of a hardware problem, the technical support gives an RMA number for the return and faxes or emails an RMA form to be fill and detailing the return procedure to the customer	The RMA number and RMA form are issued, with a reminder of our return procedure within 48 working hours. The RMA form must be fill with the following information: model, serial number, description of the fault and date of purchase. Any request that is not duly filled will not be dealt with.
The customer fills the RMA form and joins it with his parcel. He writes the RMA number on the outside of the packaging. He turns over to his expenses produces it with his retailer or the point of collection nearest.	The defective product will have to be return without the accessories and well packaged. PikaOne could not be held for person in charge for the data present on the hard disk of the customer.
Following the reception of the product at PikaOne, PikaOne is committed to re-forward towards the reseller the product repaired or a reconditioned or new product within 7 day. Date of expedition of the repaired product from PikaOne Services - date of registration of the product in entry at PikaOne = 7 days	Any incomplete or incorrect request will not be treated and a document of non-conformity will be sent to the reseller (see conditions in RMA form).