

## Return Material Authorization (RMA) Form

Danfoss IXA A/S | Marsvej 5 | DK-6000 Kolding | Denmark | Phone: +45 7488 8500 | [ixa.service@danfoss.com](mailto:ixa.service@danfoss.com) | [www.danfoss-ixa.com](http://www.danfoss-ixa.com)

Dear customer,

All returns must be approved prior to return.  
Please complete this form and send it back to  
[service.ix@danfoss.com](mailto:service.ix@danfoss.com)

Please read our information about RMA and our  
Terms and Conditions on the following pages  
carefully before submitting this form. By signing this  
form, you agree to our Terms and Conditions.

**RMA NO.**

(assigned by Danfoss)

**REF. NO.**

(assigned by Danfoss)

**DATE**

(assigned by Danfoss)

### Customer Details

### Invoicing

same as customer

Company

Company

Contact person

Contact person

Street

Street

Zip code, City

Zip code, City

Country

Country

Phone

Phone

E-mail

E-mail

VAT-ID

VAT-ID

### Product Details

**Item Description**

**Serial Number**

**Accessories** (may be completed by Danfoss)

**Reason for Return**

**Repair**

**Exchange**

**Calibration**

**Other**

Date

Signature

## Important information about RMA

Danfoss IXA offers various services for purchased products, to which Danfoss IXA's General Terms and Conditions of Sale of Services apply, a copy is enclosed. The information about RMA on this page is to be considered a supplement to our General Terms and Conditions of Sale.

### 1. RMA Number

#### A. Services that require an RMA number:

To send in your products for the following services, you must have a return material authorization (RMA) number issued by Danfoss IXA.

- Complaint service – for defect within the warranty period
- Repair service – for defects outside the warranty period
- Exchange service – for exchange of equipment, subscription based or arranged with Danfoss IXA
- Calibration service – for factory calibration of equipment

#### B. Requesting an RMA number

- I. To request an RMA number, please complete the RMA form and send it back to Danfoss IXA.
- II. When the RMA form has been completed correctly, Danfoss IXA will provide an RMA number. This RMA number is valid for 30 days. Afterwards, the number will be closed, and returns will not be accepted.

### 2. RMA shipping

#### A. Cleaning of products

Please clean the products subject to return from any deposits before shipping. If a product arrives in a dirty condition, Danfoss IXA may charge a fee for time and materials used for cleaning.

#### B. Proper packaging

- I. Please ensure that products subject to return are securely padded and packed for a safe shipment.
- II. Along with the return shipment, please enclose the RMA form to the delivery and ensure that the RMA number is clearly visible on the outside of package.

#### C. Rejecting returned products

Products sent to Danfoss IXA without a corresponding RMA number will not be accepted and processed. Danfoss IXA may charge a fee for handling. The product will be returned at customers cost.

#### D. Return conditions

- I. The customer is liable for all damages and bears all duties and fees up till the product's arrival at Danfoss IXA (Incoterms: DDP Vejle).
- II. Please consult with Danfoss IXA if HS Codes for returned material is required.

### 3. Information about the RMA form

- I. Reason for return may be described in a separate document as long as there is a clear reference to the document.
- II. Preferably sign the RMA form with Adobe Acrobat Reader or alternatively print the form, sign it, scan it and send it to [service.ixa@danfoss.com](mailto:service.ixa@danfoss.com).

**IF YOU HAVE ANY QUESTIONS, PLEASE DO NOT HESITATE TO CONTACT US**

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