



## RETURN TO FACTORY PROCEDURE

**IF YOUR TEAMCAST PRODUCT NEEDS TO BE RETURNED FOR REPAIR,  
PLEASE USE THE FOLLOWING PROCEDURE:**

1. Contact TEAMCAST Customer Support representative to review technical matters. He will decide with you if the product needs to be returned or not, and in this case, he will assist you in the return process.

TEAMCAST CUSTOMER SUPPORT	
Tel. + 33 (0)2 23 25 26 80	Email : <a href="mailto:support@teamcast.com">support@teamcast.com</a>
TEAMCAST CUSTOMER SUPPORT –NORTH AMERICA AREA	
Tel: +1 312 263 0033	Email : <a href="mailto:support@teamcast.com">support@teamcast.com</a>

### 2. Product under warranty

- a) The TEAMCAST Customer Support representative provides you the return form (*After Sales Follow Up*). This document specifies a **RMA (Return Material Authorization) number** allocated only for this return follow-up.
- b) **Pack the product to be returned for repair in its original packing**, including the return form with parts 5 and 6 duly filled.
- c) The **RMA number should be clearly indicated** on all returned products, boxes, packages and accompanying paperwork.
- d) Send the boxes/packages back to TEAMCAST.
- e) After repair, TEAMCAST will send you with the product a maintenance report describing what was done.

**Note 1:** Any **return** to factory that would not have been authorized (**without RMA**) will not be processed under the standard guarantee condition.

**Note 2:** **Product out of warranty**

Every repairing for out of warranty products requires a specific commercial deal. TEAMCAST Sales Department will send you a specific quote for this repairing. As soon as this proposal is accepted, the "under warranty" repairing procedure can be activated.

**Note 3:** RMA numbers are only valid for thirty (30) days. Older RMA numbers need to be revalidated by a new RMA request procedure.

**Note 4:** Return cost to TEAMCAST will be paid by the customer. TEAMCAST will take care of the cost from factory to the customer site after repair.