

# Repair & Return Instructions

## 1 RMA-Request

Before sending any material back to Ericsson N. Tesla, you need to ask for a RMA-No. (Return Material Authorisation).

Therefore you have to fill in the form "RMA-Request for Repairs" for repairs respectively the form "RMA-Request for Returns" for returns. The RMA-request must state:

- Company name and address
- Your repair order No. and date (for repairs)
- Contact person (name, phone, fax or email)
- Serial No. and short name of every unit (for old units without a serial No. state short name, part No. and Release)
- Fault description (for repairs) or reason for return (for returns)

The RMA-Request has to be sent either by email or by fax to the following address/ No.:

- Email address : draga.seveg@ericsson.com
- Fax No. : +385 1 365 302 83 79 (Phone: +385 1 365 33 23)
  
- Email address : danka.vuzem@ericsson.com
- Fax No. : +385 1 365 365 39 14 (Phone: +385 1 365 45 20)
  
- Email address : gordana.cezo@ericsson.com
- Fax No. : +385 1 365 365 39 14 (Phone: +385 1 365 33 73)

The Repair Centre will provide you with a RMA-No. within two working days.

## 2 Shipping Instructions

### 2.1 Shipping, packaging and labelling

- The shipment has to be send to the following address:

ERICSSON NIKOLA TESLA  
ETK/ODC/S  
SUPPLY & INVOICING  
HW SERVIS  
HR-10002 ZAGREB  
KRAPINSKA 45  
CROATIA

- The goods must be well packed, according to the Ericsson rules (complying with ESD requirements!)
- Each faulty unit shall be provided with an individual fault report (repairs only)
- The package has to be clearly labelled with the RMA-Number(s).
- A repair order (purchase order) and a copy of the pro forma invoice must be enclosed on the outside of the box (details to repair order and pro forma invoice see below).

## 2.2 Repair Order (Repairs only)

Every shipment has to be provided with a repair order (purchase order), listing the following information:

- Company name and address
- Contact person (name, phone, fax or email)
- Delivery address
- Invoice address (if not the same as company address)
- Senders reference (order No. and order date)
- RMA-Number(s)
- List of faulty units (at least serial No. and short name of every unit)

## 2.3 Proforma Invoice

In addition to the repair order a pro forma invoice has to be issued for customs clearance, stating clearly the reason why the goods are being returned.

The pro forma invoice should state:

- Company name and address
- Delivery address
- Invoice address (if not the same as company address)
- Senders reference (order No. and order date)
- RMA-Number(s)
- Quantity
- Price per unit
- Currency
- Country of origin
- Packing details with dimensions
- Marking / labelling
- Forwarding agent and method of transport
- Incoterms 2000

The pro forma invoice and shipping details have to be send either by email or by fax to the following address/ No.:

- Email address : draga.seveg@ericsson.com
- Fax No. : +385 1 365 302 83 79 (Phone: +385 1 365 33 23)

- Email address : danka.vuzem@ericsson.com
- Fax No. : +385 1 365 365 39 14 (Phone: +385 1 365 45 20)
  
- Email address : gordana.cezo@ericsson.com
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## **2.4 Transport costs**

Standard procedure is used regarding payment for transportation.

- Customer pays for the return of the faulty unit to the relevant address mentioned above.
- Ericsson N. Tesla pays for the transportation of replacement unit to the customer.