RMA RETURN AUTHORISATION

Generally, new products are covered by a 2-year warranty period from the date of dispatch, with the following exceptions:

Thies First Class Advanced Sensors (4.335x.x0.000 und 4.3352.x0.40x):	**5 years**
Campbell Scientific data logger CR1000X, CR1000Xe, CR6:	**5 years**
MeteoSense sensors:	**3 years**

For refurbished products procured, the warranty period is 1 year from the date of dispatch.

1. MASTER DATA & PRODUCT INFORMATION

Note: Please complete a separate RMA form for each defective sensor.

RMA-Number:
(filled by ProfEC Ventus Support)

Customer Number:

Company / Customer:

Contact Person & E-mail:

Telephone Number:

Item Description	Serial Number (S/N)	Packing List	Invoice No.

Detailed Description of fault(s):
(Please specify precisely, e.g. signal interruption at >50°C, no output signal, fault after system start-up, etc.)

Operating conditions when fault occurred:

- ☐ Immediately after installation
- ☐ During operation
- ☐ Intermittent fault
- ☐ Permanent fault
- ☐ Visible/mechanical damage
- ☐ Other:

Supporting data attached: ☐ Photos ☐ Raw data ☐ Logger files ☐ Other:

2. PREFERRED COURSE OF ACTION

- ◯ Warranty assessment (component replacement) / replacement of the unit (only within the warranty period)
- ◯ Quotation subject to charge (for defaults outside the warranty period)
- ◯ Credit note - only for unused goods in their original packaging and subject to prior agreement and acceptance by ProfEC Ventus. A restocking fee may apply.
- ◯ Request for advance replacement / loan unit (the extended terms and conditions under § 3 apply)
- ◯ Free disposal (if neither repair nor return is requested)

3. LEGAL TERMS AND CONDITIONS FOR RMA AND REPAIRS

§ 1 General Provisions & RMA Procedure

Goods may only be returned for inspection or repair if a valid RMA number has been issued by the seller. Unsolicited returns without an RMA number cannot be processed administratively; we therefore reserve the right to reject such returns unopened at the sender's expense or to charge any applicable handling fees. The fully completed RMA form must be enclosed with the consignment and also sent digitally in advance.

§ 2 Inspection Fee & Third-Party Fault

If the technical inspection of the component reveals that there is no material or manufacturing defect (so-called 'No Fault Found' / NFF) and/or that the defect is attributable, for example, to improper handling, unauthorized modifications or repairs, electrical overstress (e.g. overvoltage, reverse polarity, or incorrect wiring), mechanical damage or overload, or operation outside the conditions specified in the technical data sheet, or if warranty or guarantee claims have lapsed for any other reason, we reserve the right to charge the sender an industry-standard inspection fee as well as any freight costs that may be incurred (e.g. for shipment to the manufacturer or a calibration laboratory).

§ 3 Special provisions for advance replacement and rented units

Where a replacement unit or loan sensor is provided to the customer in advance as a gesture of goodwill or under a special contractual agreement, the following conditions apply: The customer is obliged to return the defective original sensor to us within 14 calendar days of receiving the advance replacement unit. If the defective original unit is not received within this period, the advance replacement device supplied will automatically be invoiced at the standard list price as a new purchase. The loan device remains the property of ProfEC Ventus until the matter is finally resolved (repair or replacement of the original device) and must be treated with care.

§ 4 International returns (non-EU countries) & customs clearance

For returns from countries outside the European Union (third countries), the sender must strictly comply with the applicable customs and import regulations. The consignment must be correctly declared as a return under customs law or as a temporary export for repair (e.g. declared as ***'warranty return / defective goods for repair'***). The pro forma invoice must include the reduced current market value, with explicit reference to the defect (usually approx. 20 EUR per component as ***'scrap value'***). Any customs duties, import VAT, handling charges, or processing fees incurred by the freight forwarders as a result of an incorrect customs declaration, missing freight documents or incorrect Incoterms (2020) on the part of the sender will be charged to the customer in full.

Any export duties that may be incurred in connection with the return of the goods to the sender shall be borne by ProfEC Ventus.

§ 5 Transfer of Risk, Packaging & Transport Damage

The goods are transported at the sender's risk and expense. The customer bears the risk of accidental loss and deterioration of the goods throughout the entire transport process. Sensors are sensitive electronic components and must be dispatched in ESD-compliant (antistatic) and adequately padded transport packaging. Damage attributable to inadequate packaging will invalidate any warranty or guarantee claims. For Thies First Class wind vanes and First Class Advanced anemometers, any warranty or guarantee claims will be invalidated if these are not transported in their original packing (white EPS).

Return transport of the goods to the sender shall be at the expense of ProfEC Ventus.

§ 6 Shipping Address

Please send the goods, clearly indicating the RMA number, to the following address:

ProfEC Ventus GmbH
Am Patentbusch 3b, 26125 Oldenburg, Germany

VAT ID: DE282873896 / **EORI No.:** DE965622444835651

4. CONFIRMATION BY THE SENDER

By signing below, I fully accept the above-mentioned RMA and repair terms and conditions (including the return deadlines for advance replacement and the regulations governing international customs clearance).

Place, Date	**Legally binding signature**