

EQUIPMENT RETURN PROCEDURE

**Return Merchandise
Authorization (RMA)
Instructions**



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Symbols used in this document



Important information.



Helpful information.



Additional information available on the internet or from your Elveflow representative.

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In order to better help you in your use of Elveflow Instruments, we sometimes need to have your device back in our warehouse so we can upgrade your instrument or replace the defective component.

This document describes the conditions and steps to proceed to the return of your instrument to Elveflow offices. Sending your equipment is considered agreement to the conditions described in this document.

1. The steps for organising a RMA

1. Prepare a parcel

Prepare a parcel and package securely your items for the return.

To make sure that you receive the correct service, don't change the parcel content once the return label is sent to you.



- Instruments should be sent with the power supply used,
- Sensors should be sent with cables, and their amplification module, if applicable.
- Both units of AF1 Dual should be sent for inspection of an AF1 Dual.



Package the product with utmost care if you return something.

All products are required to be returned in a sturdy packaging, where you place the original product packaging in. You can potentially use the packaging used to ship the order in. In particular, MFS sensor should be returned without the PEEK adapters (if applicable) and with the yellow plugs installed on the fluidic ports for storage.

2. Send us your contact details

To thank you for the confidence you have shown in us, and for your continued loyalty, the return of your equipment to our warehouse is free of charge, so that we can have a look at it ASAP and minimize turnaround time.

We'll provide you with a **Return Merchandise Authorization (RMA)** based the following documents:

- **The Return Information table** should be filled and sent back to customer@elveflow.com.
This document will help us set the place and time that you wish your parcel to be collected.
Thank you for selecting a parcel pickup date lying between +2 and +7 days from the date of your reply, so that we can efficiently arrange the shipment.
- **The Health & Safety form** should be filled and sent back to customer@elveflow.com.
This document is required to proceed to inspection and repair, even if the equipment was just used with water. *No technical inspection will be performed by Elveflow staff until a valid Health & Safety form is received from the user. The user signature is enough for us to proceed.*



1. **Do not send back your broken equipment yourself without notice**, to avoid unnecessary import taxes and delay.
2. **The Return Information table is mandatory** to initiate a return to our warehouse.
3. **Filling the Health & Safety form is mandatory.** Elvesys will not take the responsibility to repair products without a contamination form document duly completed and signed. The end user signature is enough.

3. A Return Merchandise Authorization (RMA) is created

We will prepare and send you the return documents and we will schedule a parcel pickup at your location for you, according to the information sent in the spreadsheet file returned.

In case you have any problems with the collection of your package, please contact DHL customer service with your tracking number using this link:

https://www.dhl.com/en/express/mydhl_contact_us.html#/schedule-pickup#label-reference

4. Your parcel is picked up by DHL

DHL personnel will come get your parcel as scheduled in the information sent in the spreadsheet file returned. Please notify Elveflow when the pick-up is done, so that we can monitor the shipment.

5. Your package is delivered to Elveflow offices

Please note that the parcel inspection is usually performed at least 48h after parcel delivery, as a safety precaution regarding Covid-19 specific measures.

6. Your package is inspected by Elveflow technical experts

Please note that the first step is a technical inspection (Instrument Check).

The inspection usually happens within two weeks after receipt of the parcel.

It is a light maintenance that covers component inspection and adjustment, and replacement of minor parts when required. Following this status assessment that is the Instrument Check, the Elveflow equipment returned can then undergo a repair if the device is damaged, or be upgraded to evolve with your needs.

7. Your equipment is repaired

Depending on the inspection results, several situations may happen:

1. **Issue is covered by warranty:** the device will be repaired for free and sent back to your address ASAP.
2. **Issue is not covered by warranty, or beyond the warranty period:** we will send you a price offer for this repair.
 - a. **If you agree with the repair offer**, we will proceed to repair upon receipt of a Purchase Order matching the repair quote sent.
 - b. **If you don't agree with the repair offer**, we will send back your device to your location. Please note that should this situation happen, you will be charged 50€ to cover the costs incurred by the inspection and shipping costs. We will proceed to the return of your device upon receipt of a Purchase Order matching the 50€ inspection fees.

Any repair is performed by Elveflow staff, at Elveflow Workshop. We only use original manufacturer parts for repairs. A one year warranty applies on replaced parts and repairs or upgrades, based on repair or upgrade purchase order date.



- Service or repair work should always be carried out by Elveflow certified specialists.
- Service or repair work is performed at Elveflow's workshop.
- A 1 year warranty applies to replaced parts, and repairs or upgrades, based on repair or upgrade purchase order date.
- If our repair offer is refused, the equipment will be sent back, and only the inspection fees will be charged.



Several services are proposed,

- **Basic check of your equipment:** i.e. the Technical Inspection, a working condition check, that includes the replacement of minor components.
- **Pressure performance check :** a maintenance offer to make sure your pressure channels meet Elveflow performance standards (includes the tuning and replacement of any pressure component needed).
- **Modernisation Service:** an upgrade of the electronics and a pressure performance check is performed, so that your old device is now compatible with the most recent components and software features, and able to meet new challenges.
- **Channel addition:** we can install a new pressure channel on an empty OB1 channel slot, or replace an existing pressure channel.
- **OB1 Sensor Connection:** we can activate sensor connection on empty OB1 channel slots, so that you can connect up to 4 sensors.

Please contact Elveflow Support (customer@elveflow.com) with your device name, serial number and configuration¹ for more information and pricing for these services.

8. Your device is sent back to your location.

Once your equipment is inspected or repaired, we will ship your device back to your location. We will send you an email with DHL tracking information at the email address specified earlier, so that you can track your parcel anytime.

9. Unresolved repairs

Any equipment that remained unrepaired for more than 3 months due to a lack of agreement, or due to an absence of reply will be sent back to the sender.

¹ e.g. OB1 [2bar / 2bar / 200mbar / 200mbar]



Important information:

Due to a very high demand, and in order to ensure a swift and efficient processing of the repairs, any instrument or sensor received for repair for more than 3 months will be returned to the sender if no agreement is reached, or in the absence of reply.

2. About the technical inspection

It is important to be aware that our tests are standardized functional/technical tests to determine if the Elveflow instrument is faulty or not.

OB1 inspection is performed in two steps:

1. The visual inspection of the OB1 can yield evidence of tampering, malfunction, removal, and/or deterioration.
2. This inspection is followed by a performance test on a bench rig.

Only a successful bench test can give the green light to the return of the OB1 to the user.



About Sensor Inspection. The checks of sensors (MFS, MPS, MFP) are different from the tests carried out for OB1. For the sensors, a functional test is performed to check whether the sensor has suffered damage, and whether it communicates correctly with ESI. We do not perform performance tests (precision, stability, etc.) on sensors that have already been used.



We do not perform specific tests on demand, unless a special agreement has been reached.

1. We will check if your Elveflow instrument is working and meet our performance standards (build quality check, and performance test).
2. All sensors being subject to the conditions of use by the end user prior to inspection, only functional testing will be performed (i.e. sensor performance will not be tested). Sensor clogging, damage and any other misuse is not covered by the warranty. An offer for any repair or device replacement not covered by warranty will be proposed if required.

3. Inspection and repair fees

This inspection (Instrument Check) is free of charge for any device under warranty, but is charged if the device is out of warranty. To know whether your equipment is under warranty or not, check the date of purchase of your equipment: OB1 has a 2 year warranty period, any other Elveflow Instrument or sensor has a 1 year warranty period.



Fixed inspection price per instrument and sensor type:

- OB1, AF1, MUX, BFS: 360€
- MFS, MPS, MFP sensor: 50€



IMPORTANT INFORMATION

Each case being different, each situation being specific, the total amount of repairs is impossible to determine until the inspection of the equipment in our premises is carried out by our skilled technicians. Only the Inspection step can provide accurate information about the issue and the repair costs involved.

4. Typical tasks and time intervals for inspection and repair.

To help you know what to expect, the technical inspection is performed within 2 weeks of receipt of the returned goods. We're usually able to beat that estimate by about a number of days, but can't commit to shorter delays.

Should the inspection lead to a repair offer, this repair would be subject to a quotation sent to you the same day or the day after.

The majority of repairs can be processed within **2 weeks**, following our repair confirmation, if the required device or spare parts are in stock.



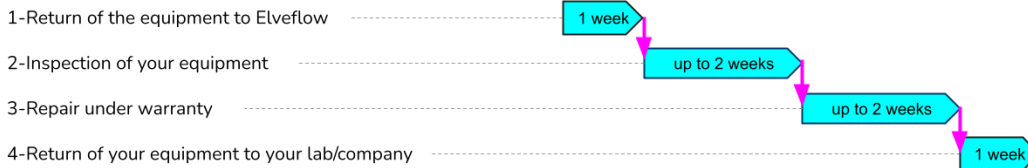
Unless otherwise agreed, deadlines and time intervals discussed are only indicative and may vary.

Elveflow cannot be held responsible for the consequences of planning the return of the equipment and any delay that may occur.

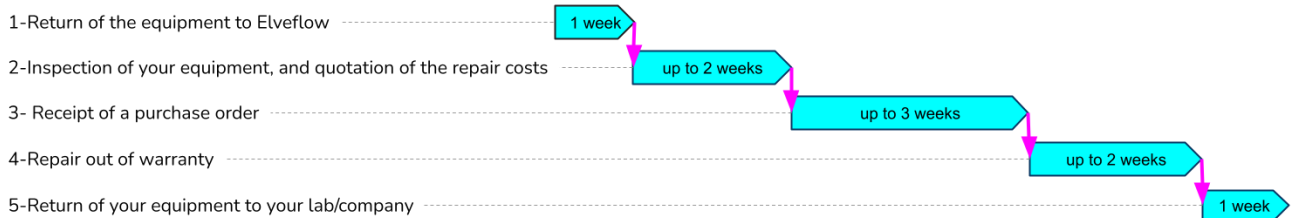


An **express inspection service is available (+150€)**, please contact us so we can check if there are some slots available for you or not.

REPAIR UNDER WARRANTY



REPAIR OUT OF WARRANTY



5. Warranty

Warranty period

Every Elveflow Instrument or Sensor has a warranty period.

The OB1 warranty is 2 years from the date of purchase, while every other device has a 1 year warranty.

The warranty covers defects of materials and workmanship. It does not protect against damage to the product resulting from usage.

Conditions

Following the inspection of your equipment depending on the warranty status of the equipment you sent, different situation can happen:

	Within the warranty period	Beyond the warranty period
Damage due defects of materials and workmanship	Repair is free of charge	Repair costs are charged
Damage caused by incorrect use or operation.	Repair costs are charged	Repair costs are charged



Important information.

If the proof of purchase indicates that the product warranty is expired, or if the inspection discloses that the issue is due to faulty installation, usage, disassembly, maintenance, modifications, etc..., there would be costs involved, a description of which can be found in the quote we will send for that purpose.

If out-of-warranty repair is advised, it will be up to you to decide whether or not this repair has to be carried out. Elveflow will not perform repairs until a valid purchase order is received. If you decide not to perform the repair, your equipment will be sent back to you, and we will just charge the shipment fees.

Warranty of services and repairs

We will guarantee the work we do for a period of one year against defects in materials and workmanship.

Note that the warranty does not cover any damage arising out of the use of the product..

6. Return Process Chart (with optional services)

