



## Advanced Replacement Conditions

Dear customer,

In order to process your request for immediate replacement of your product we need a confirmation on below conditions:

Delivery time and delivery address:

As soon as HMS receives your approval of the conditions in this document we will order a new product to be shipped out as soon as possible from the closest HMS Logistic Center. Should the product not be available on stock a high priority production order will be registered to have the product manufactured and shipped out as soon as possible. The delivery time in this case is depending on production situation and will be indicated in the portal by our RMA team.

HMS will ship the replacement product to the registered address in the portal. If no specific address is given, HMS will ship to the regular delivery address.

Cost:

- 1) If HMS investigation of the returned product reveals that the defect was caused on the customer side, HMS have the right to charge full price for the replacement product.
- 2) If HMS does not receive the defective product in return within 2 weeks (14 calendar days) after the RMA case is accepted, HMS have the right to charge full price for the replacement product.
- 3) If the returned product is within the warranty period, and the defect was caused by HMS manufacturing process, or material failure, HMS will cover the cost for the replacement product.

☐ I hereby accept above conditions

Place and Date: \_\_\_\_\_

Company: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_