



## RMA Terms and Conditions

### 1. Return Merchandise Authorization

- 1.1 A valid RMA number must be requested before a product is returned to LEM. The RMA is required for all shipments made to LEM, the authorization is issued by the local LEM Customer Service. Returns without a valid RMA number will not be processed.
- 1.2 We can only and exclusively accept the product(s) identified on the RMA form.
- 1.3 If a shipment includes products for which a return authorization is not filled in, it will not be processed.
- 1.4 The delivery documents, as well as the shipments must be clearly identified with the RMA number.
- 1.5 If there is no default or if the indications were incorrect, LEM reserves the right to charge the customer with the transport, customs fees and the cost of return, this latter being based on the following rates:

Selling price below 540 Euros, LEM will invoice 100 Euros per unit

Selling price higher than 540 Euros, LEM will invoice 330 Euros per unit.

### 2. Repairs during the warranty period

- 2.1. LEM guarantees that its products are free from material and functional defects in the case of a correct implementation and under normal operating conditions.
- 2.2. The warranty applicable to spare parts delivered for free under the warranty will only be valid till the end of the initial period of warranty. The currently valid conditions and prices are applicable to all services or repairs made outside of this limited warranty.
- 2.3. The warranty does not cover any damage due to normal usage.
- 2.4. LEM does not have equipment rentals available for the duration of the repair.
- 2.5. LEM is not responsible for damage occurring outside its direct control. Including but not limited to physical damages, modification of products, improper handling or packaging.
- 2.6. In any case, transportation costs are fully borne by the customer.

### 3. Repairs after the expiration of the warranty period

Malfunctions indicated by the customer are first reviewed by LEM. LEM reserves the right to refuse a RMA for one of the following reasons:

- If the product was removed from LEM catalog (no longer manufactured for at least 5 years).
- If the evolution of technology does not allow the product to be repaired anymore.



In both cases mentioned above, it is advisable to contact one of the LEM sales agents to check if a product of a more recent generation can be a replacement.

LEM only begins product repairs after the customer receives a cost estimate that needs to be sent back signed to LEM. The details of the repair are mentioned in the estimate.

#### 4. Calibration

##### 4.1. Calibration is carried out internally:

The LEM SA laboratory can perform the measurements of current and voltage transducers according to the international standards (calibration of instruments used can be traced in relation to international standards). The laboratory complies with ISO 17025, but is not approved.

The LEM quotation covers the following standard program:

- Product identification (label)
- 5 measuring points (by the polarity for the DC) and offset ( $\pm 1$  depending on the product)
- On a bench single measure (see below)
- Establishment of calibration certificate

The lead time is 10 days after reception of the products on site.

LEM reserves the right to reconsider the standard specifications submitted for any other specific requests outside the LEM standards.

	Range		Tol $\pm$ %
Currents:	DC:	5 A to 1000 A	0.02
	DC:	0,5 kA to 15 kA	0.02
	AC:	0,1 kA to 8 kA - 50 Hz 1000,2000,3000,4000,5000,6000 turns	0.02
Voltages:	DC:	0,1 kV to 10 kV	0.02

##### 4.2. The Customer bears the transport costs and customs fees.



## **5. Credit note**

- 5.1. To obtain a credit note for a standard product, the product may not have been used. The credit is validated after the final product analysis. The special designs are subject to special provisions.
- 5.2. LEM may refuse to establish a credit note if the conditions of implementation and operation are not met.

## **6. Marking and addressing**

The RMA number must be clearly visible on the outside of the packaging.

## **7. Packaging**

- 7.1. The Customer return shipment must be packaged in a way that will ensure a safe transportation.
- 7.2. The LEM components must be shipped in an ESD packaging according to the international standard (Electrostatic Discharge).

## **8. Transport costs**

The transportation costs to the regional LEM center are borne by the Customer.

## **9. Claims for transport damages**

- 9.1. The (s) product (s) and all documents listed above must be sent in original packaging or equivalent packaging to ensure the transport of the product without damage. LEM can not be held liable for damages incurred during transportation, including damage due to an improper packaging.
- 9.2. When returning the product, the packaging will be opened in presence of the carrier. If the product is damaged, it is imperative to mention it in writing on the delivery note of the carrier, otherwise no action will be taken.
- 9.3. If the contents of the packaging do not match what is indicated on the delivery notes, the Customer has 2 working days to reach LEM and file a claim. After this period no action will be taken.



During the warranty period and under the normal conditions of normal use, LEM will repair or replace the defective product.

Repairs made by any of the LEM support centers are warranted for the remainder of the warranty period, or for a maximum of 6 months. All modules or components removed during the warranty period shall remain the property of LEM.

This warranty does not cover the accessories supplied with the product such as connectors for mating, mounting kits, etc.

The return of a LEM component to a LEM support center during the warranty period does not mean that it will be repaired free of charge. Upon receipt of the product in question, the LEM support center reserves the right to verify whether the conditions for application of the guarantee are met and if the request complies with the present directives. If the defective product does not meet the criteria of warranty, all costs will be borne by the customer.

There are 4 different RMA categories at LEM as defined below:

- ADMINISTRATIVE: issues related to logistics, sales, documentation or transportation of goods.
- CALIBRATION: calibration of LEM products or systems under and out of warranty.
- TECHNICAL: technical issues for LEM products or systems under warranty.
- MAINTENANCE-REPAIR: technical repairs or maintenance of LEM products or systems out of warranty.

RMA procedure:

- 1. Please fill in the corresponding RMA form and send it to your regional LEM center (see page 2/2 of the form).**
- 2. Once the RMA is approved by LEM, we will send the customer an e-mail containing the RMA number and the LEM return delivery address.**
- 3. Do not forget to mark the reference of the RMA on the packaging.**
- 4. Please carefully read LEM's Terms and Conditions below before filling in the RMA form.**

In order to speed up the process we ask you to fill in as many details as possible stating the exact circumstances and the description of the incident.

Best regards,  
LEM Customer Service team.