

## Repair Service Procedures

Although Image Access takes all reasonable care to ensure that products supplied are fault free, occasionally problems do occur. Should this happen, a formalized repair and replacement procedure will ensure the prompt resolution of these issues.

Product defects will be categorized as being in one of the three states described below:

1. **DOA** (Defective On Arrival)

Defect occurs within one month of purchase.

2. **IRMA** (In Warranty Return Merchandise Authorization)

Defect occurs after one month of purchase and before the warranty has expired.

3. **ORMA** (Out of Warranty Return Merchandise Authorization)

Defect occurs after the warranty has expired.

The above terms are determined by the time expiring between the purchase date on the customer invoice and the date the product is returned to Image Access. Based on the manufacturer data base, the [RMA Request form](#) will assign the status DOA, IRMA or ORMA automatically. The automatic status assignment procedure adds some extra time for shipment variables and other customer-based factors and always assigns in favor of the customer. If the customer still does not agree with the automatically assigned status, he must check the “do not agree” box and include a proof of purchase with the return shipment.

Image Access repair service procedure is as follows:

### 1. Obtain an RMA number

Once the [RMA Request Form](#) has been completed and processed, it will be returned to you with an RMA number and a [printable shipping label](#) appended. This is your authority to return the product. If you send a unit back without an RMA number the unit will not be processed until an RMA number is assigned. This will result in a later product return date and could change the product defect category assigned.

Should a defective product need to be replaced rather than repaired due to time concerns, this must be noted in your [RMA Request Form](#). Only DOA products will be replaced. DOA products will only be replaced if comparable products are in stock.

Should return and repair of an entire unit be unreasonably expensive or long-winded due to shipment costs, import regulations, customs formalities, etc.; Image Access can provide their clients with replacement parts if so agreed, allowing them to repair their unit on-site at their own risk.

### 2. Package and Delivery

Returned products should always be returned in the packaging it was supplied in (or similar packing) to avoid damage during delivery.

DOA products:

DOA products qualify for complete replacement and must be returned with all accessories, user documentation and other items that were included in the original purchase.

IRMA and ORMA products:

Only the defective product should be returned. Non-defective accessories of IRMA and ORMA items (such as accessories, cables, tools or user documentation) should not be returned.

Please ensure that the [shipping label](#) is attached to the packaging and that the [return delivery note](#) accompanies the product when it is returned. Please retain the RMA number for your reference. The RMA number is required for the Image Access [Customer Service Portal](#), when requesting an update on the progress of a repair.

### 3. Product Check on Arrival

Image Access personnel will check your product within two business days of its arrival. If the product arrives undamaged by shipping and conforms to the conditions described on [RMA Request Form](#), it will be transferred to Image Access engineers for repair.

If the product is damaged by shipping or there is any discrepancy with the [RMA Request Form](#) description, Image Access will contact and confirm the status with the customer before proceeding.

### 4. Repair

The repair engineer will repair the defect as described by the customer. If necessary, the unit will be cleaned and readjusted. The product will also be tested to ensure it is in proper working order.

If no additional problems are detected, the customer will receive email notification of the product RMA number, shipping date, and tracking number of the return shipment.

Should additional problems be detected requiring extra charges to repair, the customer will be asked for confirmation via email before extra work is being carried out.

If the product is beyond economical repair then the following options will be given:

- Scrapped: This will occur automatically if Image Access does not receive a reply after 20 business days to two emails or at the customer's instruction in these communications.  
Returned: This may incur additional shipping charges.

All repairs are processed as rapidly as possible; however, repair time is not guaranteed. Please contact us and we will try our best to suggest an estimated lead-time.

### 5. Charges

The customer will be charged for repairs if:

1. ORMA terms apply
2. IRMA or DOA terms apply, but it is determined by the Image Access repair engineer that the defect was caused by inappropriate shipping or packaging, abuse, misuse or unauthorized repair.
3. IRMA or DOA terms apply and no failure occurs during testing. The minimum charge in this case is one hour.
4. Parts of or all of the packaging material have to be replaced because they are either defective or inappropriate.

The customer will be charged for replacement units and for spare parts if:

1. ORMA terms apply
2. IRMA or DOA terms apply, but the defective unit or part has not been returned to Image Access within three months. Should the replacement of a spare part become unnecessary for any reason, Image Access will credit the unused spare part only if returned within three months.
3. IRMA or DOA terms apply and the defective unit or part has been returned within three months, but it is determined by the Image Access repair engineer that the defect was caused by inappropriate shipping or packaging, abuse, misuse or unauthorized repair.
4. IRMA or DOA terms apply and the defective unit or part has been returned within three months and no failure occurs during testing. The minimum charge in this case is one hour.
5. Parts of, or all of the packaging material have to be replaced because they are either defective or inappropriate.

The customer supplied data (country of origin, VAT, etc.) in the [RMA Request Form](#) determines the currency (EUR or USD) and additional tax on the invoice.

## 6. Process Tracking

Our [Customer Service Portal](#) is used to track all progress once an RMA number has been assigned. Registered customers can use their login and password and will be asked for their RMA number and email address to access the current data as well as all old data.

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