



## Procedure for sending merchandise with Powergate-RMA (Return Material Authorization)

To use the service to repair or replace the goods pursuant to the Alientech srl Powergate Hardware Warranty, you first need a Return Merchandise Authorization (RMA). To obtain an RMA, please contact Alientech srl Technical Support Service through our Help Desk (<https://support.alientech.to>).

Only goods that have obtained the approval and a valid RMA number from Alientech srl Technical Support Service will be accepted.

**To ensure proper processing of the RMA shipment, it is mandatory to use only the documentation generated by Alientech srl. Shipments accompanied by non-compliant documents will not be handled by our Logistics Department until the documentation is regularized.**

For information about Alientech srl Powergate Hardware Warranty terms and conditions, please visit <https://www.alientech-tools.com/docs/legals/powergate-warranty.pdf>.

**Do not open or disassemble the Product or its accessories. Opening the Product or its accessories will void the warranty.**

Guidelines you need to follow for sending goods to be inspected / repaired:

1. Check the compliance of all the data stated in the form, especially:
  - Serial number of the tool
  - Address to which the Product must be sent once repaired / replaced. Any errors may delay the delivery of the goods.

If the data indicated is not correct, make the necessary corrections before proceeding.

2. Confirm:
  - Whether the tool should remain associated with the same Manager.
  - Whether the active session should be maintained, in case the tool is already locked to a vehicle.

**Note: If the disassociation of the tool from the Manager or the archiving of the active session is confirmed, the customer who opens the RMA must purchase a single cancellation credit.** The goods will not be processed until we receive payment for the cancellation credit.

3. Print the authorization forms to send the goods:
  - Form "A" must be affixed on the packaging in a prominent position
  - Form "B" must be included inside the package



- The automatically generated transport document (Delivery Note or Proforma Invoice) must be introduced inside a transparent envelope and affixed on the packaging in a prominent position

These documents are essential to ensure the traceability and correct processing of the RMA goods at our headquarters. Please use form A, B and the transport document for any package of the shipment.

**Without these documents, the Customs will not be able to handle the shipment, nor our Logistics Department will be able to handle the goods.**

4. Properly pack the goods, including any accessories of the Product.
5. Use a courier that provides a shipment tracking system. You must entirely bear the risks associated with the transport of the goods.

Alientech srl does not cover the shipping cost of the goods. You will have to bear all the expenses related to packaging, transport and, if you reside in a country that does not belong to the European Union, customs duties. Alientech srl reserves the right to charge you for any customs duty paid for importing your goods.

Please ship the goods to:

Alientech S.r.l.  
Via Dei Cordari 1  
13039 Trino (VC) - Italy  
Phone: +39.0161.801025 – e-mail [logistica@alientech.to](mailto:logistica@alientech.to)

**Alientech srl reserves the right not to accept, inspect and / or repair goods not accompanied by the required documents, as per point 3 of these guidelines.**

Within two working days of receiving the goods at our premises, the Technical Support Service will perform a diagnosis of the Product and provide feedback.

### **Products covered by warranty**

If the Product is covered by Alientech srl Powergate Hardware Warranty, it will be repaired and sent back to you as soon as possible.

### **Products not covered by warranty**

If the Product is no longer covered by Alientech srl Powergate Hardware Warranty or if the problem detected was caused by accidental damage or unauthorized modifications, Alientech srl will contact you by e-mail to provide information about repair or replacement costs and payment methods.



The goods will not be processed until we receive your written acceptance of the repair or replacement costs and the corresponding payment.

If you do not accept the cost for repairing / replacing the Product, Alientech will still charge you a commission for the diagnostic fees, to which shipping costs and any customs duty will be added.

### **Products found to be working correctly**

For products received that are found to be functioning after testing, a handling fee of €30.00 will be applied, in addition to shipping costs and any customs duties.

Alientech srl will process your personal data in accordance with our Privacy Disclosure, available at [www.alientech-tools.com/legal](http://www.alientech-tools.com/legal).