

Repair & Return Instructions

1 RMA-Request

Before sending any material back to Ericsson N. Tesla, you need to ask for a RMA-No. (Return Material Authorisation).

Therefore you have to fill in the form "RMA-Request for Repairs" for repairs respectively the form "RMA-Request for Returns" for returns. The RMA-request must state:

- Company name and address
- Your repair order No. and date (for repairs)
- Contact person (name, phone, fax or email)
- Serial No. and short name of every unit (for old units without a serial No. state short name, part No. and Release)
- Fault description (for repairs) or reason for return (for returns)

The RMA-Request has to be sent either by email or by fax to the following address/ No.:

- Email address : draga.seveg@ericsson.com
- Fax No. : +385 1 365 302 83 79 (Phone: +385 1 365 33 23)

- Email address : danka.vuzem@ericsson.com
- Fax No. : +385 1 365 365 39 14 (Phone: +385 1 365 45 20)

- Email address : gordana.cezo@ericsson.com
- Fax No. : +385 1 365 365 39 14 (Phone: +385 1 365 33 73)

The Repair Centre will provide you with a RMA-No. within two working days.

2 Shipping Instructions

2.1 Shipping, packaging and labelling

- The shipment has to be send to the following address:

ERICSSON NIKOLA TESLA
ETK/ODC/S
SUPPLY & INVOICING
HW SERVIS
HR-10002 ZAGREB
KRAPINSKA 45
CROATIA

- The goods must be well packed, according to the Ericsson rules (complying with ESD requirements!)
- Each faulty unit shall be provided with an individual fault report (repairs only)
- The package has to be clearly labelled with the RMA-Number(s).
- A repair order (purchase order) and a copy of the pro forma invoice must be enclosed on the outside of the box (details to repair order and pro forma invoice see below).

2.2 Repair Order (Repairs only)

Every shipment has to be provided with a repair order (purchase order), listing the following information:

- Company name and address
- Contact person (name, phone, fax or email)
- Delivery address
- Invoice address (if not the same as company address)
- Senders reference (order No. and order date)
- RMA-Number(s)
- List of faulty units (at least serial No. and short name of every unit)

2.3 Proforma Invoice

In addition to the repair order a pro forma invoice has to be issued for customs clearance, stating clearly the reason why the goods are being returned.

The pro forma invoice should state:

- Company name and address
- Delivery address
- Invoice address (if not the same as company address)
- Senders reference (order No. and order date)
- RMA-Number(s)
- Quantity
- Price per unit
- Currency
- Country of origin
- Packing details with dimensions
- Marking / labelling
- Forwarding agent and method of transport
- Incoterms 2000

The pro forma invoice and shipping details have to be send either by email or by fax to the following address/ No.:

- Email address : draga.seveg@ericsson.com
- Fax No. : +385 1 365 302 83 79 (Phone: +385 1 365 33 23)

- Email address : danka.vuzem@ericsson.com
- Fax No. : +385 1 365 365 39 14 (Phone: +385 1 365 45 20)

- Email address : gordana.cezo@ericsson.com
- Fax No. : +385 1 365 365 39 14 (Phone: +385 1 365 33 73)

2.4 Transport costs

Standard procedure is used regarding payment for transportation.

- Customer pays for the return of the faulty unit to the relevant address mentioned above.
- Ericsson N. Tesla pays for the transportation of replacement unit to the customer.