



Warranty and RMA process

Warranty

- 1 year is included
- Two additional years can be bought
- Serstech offers repair service within the warranty period

RMA process

- Reseller raises RMA service request to Serstech (Swap Service Request Form)
- Serstech approves and issues an RMA Number
- Proof of Purchase: Original invoice must accompany the RMA goods sent in for Warranty claims.
- Shipping: Reseller will pay for any postage, freight or insurance charges incurred for the delivery of product to Serstech AB. All risk for the product will remain with Reseller until Serstech AB acknowledges the product.
- One to one swap. If possible, all data will be restored
- Serstech will send a free replacement to the reseller