

RETURN MERCHANDISE AUTHORISATION (RMA)

To submit a Return Merchandise Authorisation (RMA) request, complete the following form and send it to support@celestia-tti.com. You will be notified with an RMA number if your return request has been approved.

Shipping information for sending the unit to Celestia TTI and complete RMA details are described on Page 2 of this form.

For Celestia TTI use only (Leave blank, do not fill in)

Assignment Date	
RMA Number	
Warranty · Non-Warranty	

Customer information

RMA Request (Today's date)		Company	
Contact name		E-mail	
Address		City	
		Zip code	
		Province · State	
Country		Phone	

Product information

Model No. (Part No.)	
Serial Number	
Order · Invoice	

Reason for return or description of problem

Shipping information

Please do not ship the hardware to us before receiving a written acknowledgement from Celestia TTI. This acknowledgement will include the RMA number.

The RMA number is valid for 30 days.

The RMA number must be clearly written on the shipping box and be visible at all times.

A copy of this RMA form must be included with the product when it is returned to Celestia TTI. Shipments arriving freight collect or without an RMA number will be subject to refusal.

Product(s) must be returned in the condition in which they were received. Use the original Celestia TTI packaging if available. Modifications or damage may void the warranty. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

The customer is responsible for shipping the hardware from their location to Celestia TTI, including covering the cost of the shipping fees and generating the appropriate paperwork.

Celestia TTI is not responsible for the loss of product, damage or additional delays due to inappropriate or incomplete instruction.

RMA product should be shipped to:

*TTI Norte S.L.U.
Atención al Cliente - Soporte
Parque Científico y Tecnológico de Cantabria
C/ Albert Einstein 14
39011 Santander · Cantabria, España / Spain
Tel: +34 942 29 12 12*

Warranty

All Celestia TTI products are covered under a one (1) year warranty, unless otherwise stated in the contract, from the date of their shipment from Celestia TTI.

This warranty covers only failures due to defects in materials and workmanship that occurs during the period of the warranty. It does not cover damage that occurs during shipment, failure caused by operation of the product outside the published electrical or environmental specifications, improper installation procedures or malfunctions caused by misuse of the product.

Furthermore, this warranty does not cover any product that has had the serial number altered, defaced or removed. There are no express or implied warranties except listed above.

Celestia TTI will pay the cost of standard shipping for sending the product back to the customer when the repairs are completed. All import duties, customs fees, taxes of any kind or any related fees are the sole responsibility of the customer. The customer is also responsible for payment of International Duties and Taxes.

Non-Warranty

Non-warranty repair service is available from Celestia TTI for a nominal charge. Non-warranty repair service can be arranged by contacting Celestia TTI and requesting a return authorization number (RMA), as described above.

For out-of-warranty returns, prior to performing a repair or issuing a replacement, Celestia TTI will advise the customer of the repair estimate and obtain customer approval prior to performing work. The customer is responsible for paying the cost of the shipping to and from Celestia TTI. This type of repair includes an additional 6-month warranty from the date of delivery of the repaired equipment.

All returns are subject to 500 € Administrative Processing Fee and return shipping charges if the unit is found by Celestia TTI to be operational and without defect upon testing.

I agree to the terms and conditions listed/stated above ☐ Name: