



Automation & Robotics

# Refurbished Exchange Service Policy

## ITEMS COVERED

The RFB exchange service applies to the following items :

- Inkjet wax head
- MCVP-4 linear axis with timing belt
- MCVP-8 linear axis with timing belt
- Polar axis measurement for MCVP-4 and MCVP-8
- Foco prism compensator 5.5 cm/m
- Foco prism compensator 6 cm/m
- ProMapper USB camera assembly
- ProMapper clamp carriage rail
- ProMapper TLS assembly
- Evolis KM500B printer

## WARRANTY

RFB items are covered by a 1-year warranty starting from the date of shipment.  
The warranty covers operating defects under normal use.

## HOW DOES THE EXCHANGE WORK

1. You submit a request using our [RMA return form](#) available on our website.
2. After approval, we ship the RFB item to you as a replacement.
3. You return your defective equipment within the required timeframe (shipment within 7 days after receiving the RFB item).

A deposit system applies until the returned equipment is received and validated.

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## DEPOSIT SYSTEM

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- A deposit is charged when the replacement equipment is shipped.
- The deposit is refunded after receipt and validation of compliant equipment.
- In the event of non-return, the deposit will not be refunded.
- In the event of incomplete, damaged, or non-compliant return, a partial or full deduction will be applied to the deposit.

## RETURN CONDITIONS

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For the deposit to be fully refunded, the equipment must :

- Be complete (no missing parts)
- Not be destroyed or beyond repair
- Be in a condition compatible with refurbishment
- Show normal wear only

Any destroyed or non-repairable equipment cannot be accepted under the exchange program.

The equipment must be returned :

- In approved and suitable packaging
- Properly protected against impact

Any damage related to improper packaging may result in a deduction from the deposit.

## SHIPPING AND DEADLINES

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- Return shipping costs are the responsibility of the customer.
- The equipment must be returned within 7 days after receiving the RFB item.

If the deadline is exceeded, the deposit may be retained and the equipment invoiced.

## INSPECTION UPON RECEIPT

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Each returned item undergoes a technical inspection by our Service department.  
Validation of the return determines the full or partial refund of the deposit.

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