

Repairs

The following steps are required to ensure a smooth processing of your repair:

	What	Who
1.	Fill out this form to register your repair.	Customer/sender
2.	Send the completed form to rma@dspaceinc.com .	Customer/sender
3.	Register the repair. Send the return note with RMA number to the customer/sender.	dSPACE
4.	Package the product and send it to dSPACE with the return slip. Attention: Only registered repairs can be processed.	Customer/sender
5.	Process the repair	dSPACE

Conditions for Repairing Products

- Use the return slip for the registration of goods to be repaired. For more information, visit www.dspaceinc.com/go/rma.
- Enter detailed reason for the repair request, otherwise a repair cannot be processed.
- Enclose the return slip and attach the address label to the outside of the package.
- If you are sending the product for repair, we will check whether a repair is possible. If the product cannot be repaired, a minimum diagnostics fee of \$300.00 is charged per product. If the product is less than five years old, the maximum repair fee is half the cost of the product. If it is more than five years and the product is beyond repair then we will charge the cost of a new product.
- We do not know beforehand what the actual repair cost will be before we perform the repair. If the product is still under warranty and through our testing we find that it was not damaged due to user error then we will repair the product for free. Our average repair cost is \$350.00 per board. Your actual cost could be less or it could be more. The repair turnaround time is approximately 3 - 4 weeks.

Registration of the Repair

Name of the customer

Customer number

dSPACE support number (if available)

Contact Details of the Sender

Last name, first name

E-mail

Company

Telephone

Address for Return Delivery

Last name, first name

Company

Street Number

Postcode City

Contact

<https://www.dspace.com/go/supportrequest>

Comments

Repairs

	dSPACE article no.	Variant	Quantity	Serial no.	Fault description	Your project no. (if available)	Your order no. (if available)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							