

Registration return shipments

This guideline declares the correct handling of product returns in cases of questions for repairs, warranty claims and other return deliveries. Please see therefore the following instructions:

Before the parts can be returned to Bystronic Maschinen AG we need several information of the product(s) to ensure a simply return flow.

Please register your return shipments via the online form at the link below:

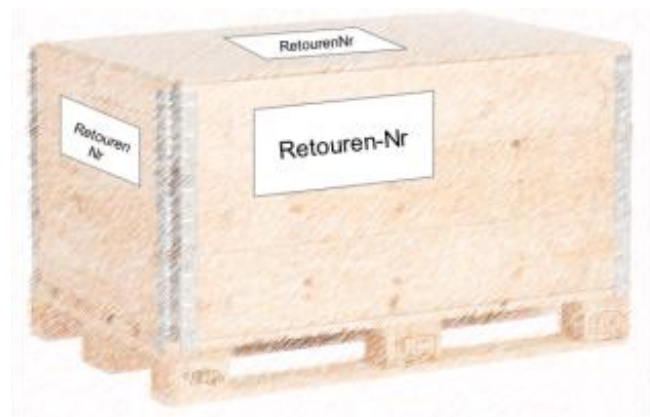
<https://glaston.net/services/#return-shipments>

We will then check your inputs. After this you'll receive an RMA number. All parts which we accept for return are marked on the form.

Send us the parts well protected in a suitable package back. The packaging must be marked on three sides with the RMA number.

Address:

Bystronic Maschinen AG
Industriestrasse 5
CH-4922 Bützberg (BE)



Remark!

Goods returned without corresponding RMA number will be send back to the shipper's expense.

Duration of Warranty:

The warranty period starts from the shipment date of the spare part. For new parts, the warranty period is one year, for parts revised six months, regardless of first use

In case of PC returns, it is imperative to take page 2 into account.

	Datum:	Name:	Dokument:	Version:
Erstellt:	16.06.2020	Thomas Moser	FO-07.03.17en	G
Freigegeben:	16.06.2020	Eugen Marggraff		Seite 1 von 2

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In case of repairs and new orders of PC's, it is important to take note of the following:

For the fresh installation of a new or repaired PC, the following information and/or software are required:

- Commission number of the machine
- Position number of the PC. You can find the number on the system layout, which was supplied with the system documentation.
- A current backup that was created with "GHOST" or "ACRONIS" software. On the backup DVD, please make a note of the commission number of the machine and the position number of the PC. In addition, write down which software you used for the backup (GHOST or ACRONIS) and the date of the backup.
- Original software and license key of our partners (Siemens, Rockwell, etc.), which were supplied with the machine.

If possible, it is our objective to prepare the replacement PC as a plug & play solution. For this reason, providing the above-mentioned information is absolutely necessary. If this information is not present or incomplete, we will only be able to carry out a basic installation. This will involve considerably more time and effort during the on-site start-up. Any additional costs (for example, service calls or an additional return of the PC) due to missing data will be charged to the customer.

Return of the defective PC only possible within 10 days of receipt.

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