

RMA procedure for warranty service of Optoma products	Symbol: FX_OPTOMA_EN
Subject: Warranty RMA procedure	
Author: Fixit	Modification date: 2013-06-12

WARRANTY PROCEDURE FOR OPTOMA PRODUCTS

1. This procedure applies to all customers who want to make a warranty repair of OPTOMA devices. Fixit provides the warranty RMA service with door-to-door system for the Optoma products which were purchased in the official Optoma sales channel.
2. Before sending the product to the service center, the party who is claiming the product is obliged to register the claim in the web based RMA application at <http://rma.fixit-service.com>
Warranty claims which are not registered through this site, will not be accepted.
3. The web based RMA system generates a RMA confirmation and label which has to be printed out and stick on the package with the product sent to service center. You are also requested to include a copy of the confirmation inside the package (in case of damage of the label during transport). If the shipment consists of more than one package, each package must be labeled.
Shipments without the RMA label may not be accepted.
4. The cost of delivery to the service center is covered by Fixit only if the registered claim is handled to a courier ordered by the service center.
5. The courier (shipping company) will be ordered after the registered claim is confirmed. The package will be taken from provided address within 3 (three) working days after confirmation of the claim.
If the package won't be picked-up by the courier within this period, please contact us right away at the e-mail address: optoma@pl.fixit-service.com
6. The device which is sent to the service center must be complete. The package should include all of the original accessories as cables, batteries, power supply, remotes etc. Some defects may be caused by incorrect operation of the individual elements. Lack of transfer of the entire set will prevent a thorough verification of the fault. Claims of incomplete equipment may be rejected or delayed until the rest of the set is delivered at the expense of the Customer.
Covers, manuals, flyers and promotional materials are not required. However, pouches and covers may provide additional protection during transport.

RMA procedure for warranty service of Optoma products	Symbol: FX_OPTOMA_EN
Subject: Warranty RMA procedure	
Author: Fixit	Modification date: 2013-06-12

7. Each package with the claimed product has to be supplemented with the following documents:
 - RMA number generated during registration
 - Detailed contact data of the sender (phone and e-mail address are required)
 - Precise fault description
 - Copy of the proof of purchase
(please do not send original documents as they are not sending back)
 - Optoma Warranty Card properly filled in by the seller

8. To properly prepare the device for shipment any holders / grips (ceiling, wall or floor) must be removed. Sending device with installed holder / grip in most cases leads to damage. This type of damage is not covered by our warranty.

9. The product must be properly secured for transport. It is recommended to use the original packaging, which should fully protect the device.
If the original packaging is not available, please pack the device in the sturdy cardboard box in the right size, leaving about 2.5 cm of space between the walls of the container and the device.
Please do not use small, loose fill materials, since they are not a sufficient protection against the possibility of damage in transit.
Service center is not responsible for damage resulting from transport due to improper securing of the contents of the package.

10. Fixit verifies the described malfunctions and if the fault is confirmed repairs the device. After the repair, the device is sent back to customer. Transportation cost on the way back is covered by Fixit.

11. In special cases, where the repair will require to ship additional components of the device – parts of the set, accessories or other elements, Fixit may request their delivery.

12. In special cases, where the repair will require to ship additional spare parts, the realization of the claim may be withheld pending receipt of parts delivery.

13. The warranty does not cover:
 - Mechanical damage (for example broken LCD, socket connections, casing, etc.)
 - Intervention by third parties into the device (does not apply to authorized service center - Fixit)
 - Damage caused by improper handling or use of the device not in accordance with the instruction manual

If any of these facts is present, the unit may be sent back without any additional contact with the Customer.

RMA procedure for warranty service of Optoma products	Symbol: FX_OPTOMA_EN
Subject: Warranty RMA procedure	
Author: Fixit	Modification date: 2013-06-12

14. Every package sent by Fixit is insured. Upon receipt of the shipment, carefully check its status and contents in the presence of the courier. In case of any claims or damage, it is required to make a damage report with the courier.
Applying for compensation for damaged or incomplete equipment is possible only after the completion of the damage report.

Address and contact details for complaint of Optoma products:

FIXIT S.A.
ul. Szymona Szymonowica 85
30-396 Kraków
Poland

RMA system: <http://rma.fixit-service.com>
e-mail: optoma@pl.fixit-service.com

phone no.: +48 12 25 44 014
fax no.: +48 12 25 44 039

Note: The service center does not allow personal delivery.

