

RMA procedure for warranty service of Zebra products	Symbol: FX_ZEBRA_EN
Subject: Warranty RMA procedure	
Author: Fixit	Modification date: 2014-01-20

WARRANTY PROCEDURE FOR ZEBRA PRODUCTS

1. This procedure applies to all customers who want to make a warranty repair of ZEBRA devices.
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. Each package with the claimed product has to be supplemented with the following documents:
 - 4.1. RMA number generated during registration
 - 4.2. Detailed contact data of the sender (phone and e-mail address are required)
 - 4.3. Precise fault description
 - 4.4. Copy of the proof of purchase
5. The document which confirms the warranty rights for Zebra devices is either a proof of purchase or Zebra Care contract confirmation. If any of them is not included, the warranty rights are specified by the serial number of the device.
6. The product has to be properly secured for the transportation, packed in the original packaging or substitute packaging that ensures proper protection during transport. Service center is not responsible for damage caused during the transportation and resulting from inadequate security of the packaging.
7. 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.



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8. 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 and inform Fixit about the issue. Applying for compensation for damaged or incomplete equipment is possible only after the completion of the damage report.
9. 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.
10. 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.
11. If the rights to carry out repair under warranty are not confirmed, after warranty service procedure for Zebra products will be applied.

Address and contact details for complaint of Zebra products:

FIXIT S.A. - Krosno branch
ul. Kazimierza Pużaka 37
38-400 Krosno
Poland

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

phone no.: +48 13 492 61 03
fax no.: +48 13 426 09 93

Note: The service center does not allow personal delivery.

