

# After Sales Service



**BOSCH**  
Invented for life

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## 1 General

In this document you will find all important information regarding the After Sales Service BOSCH ST provides in Europe, Middle East and Africa, including an explanation of policies and processes.

The service process starts with a RMA Request (see attached form). We will confirm the Service Request with a unique RMA number, warranty status, service program and OoW Repair Price (if applicable). Warranty status will be determined with the production date or purchase date (latest in the sales chain) or serial number. Service programs are defined as In-Warranty Advance Exchange; In-Warranty Carry-In and Out of Warranty Carry In.

## 2 RMA Request Form

All product returned to the Bosch Service Center requires a Return Material Authorization (RMA) number.

The RMA Request Form consists of two main areas, Customer Information and Product information.

### 2.1 Customer Information

Please provide the following information:

- ▶ Contact info                      Contact name, phone/fax number and e-mail address
- ▶ Invoice address                      Invoicing address details or invoice ID number
- ▶ Ship address                      Shipping address if different from the invoice address.
- ▶ Purchase Order number      Assigned purchase order number, if applicable

### 2.2 Product Information

Please provide the following information:

- ▶ Complete model number and/or description
- ▶ Date code and serial number if possible (or lot numbers in the case of Social Alarm Products)
- ▶ Detailed failure description if available

### 3 RMA Confirmation

Once processed, an RMA confirmation, fax, or e-mail will be sent to the customer.

The RMA Confirmation Form indicates:

- ▶ Unique RMA number and related information
- ▶ Out of Warranty price (if applicable)

#### 3.1 Warranty Repair/Exchanges

Subject to the terms of the limited warranty in effect at the time of purchase, BOSCH ST will repair or exchange any product that fails to meet the specifications provided within the product's warranty period. The actual warranty period starts from the date of shipment from the BOSCH ST facility or point of origin, and varies based on product category and type of equipment (see Appendix 1).

For all warranty repairs, BOSCH ST will cover costs for parts and labor, standard refurbishment, software and/or hardware upgrade, and transportation.

#### 3.2 Out of Warranty (OoW) Approval

When OoW, the customer approves the costs by signing the RMA Confirmation Form and then faxing or e-mailing this to the Bosch ST RMA Desk as indicated on the OoO RMA Confirmation Form.

Out of Warranty price includes repair, refurbishment and transportation/duties.

#### 3.3 Service Programs

Service Programs available:

Advanced Exchange	This is our In-Warranty Advanced Exchange Program. The defective model is returned after you receive your advanced exchange. <u>Refer to section 4.1 for additional details.</u>
Carry In (repair exact same unit)	The customer returns the defective model to Bosch ST according to instructions on the RMA Confirmation Form. <u>Bosch ST will repair and refurbish the same unit and return to customer. Refer to section 4.2 for additional details.</u>

## 4 How to Return Product

Include a copy of the RMA Confirmation(s) in the package to avoid identification problems when received. When requested information is not included this could result in:

- ▶ A delay in processing the request
- ▶ Incorrect Invoices

Protecting the value of the returned products by packaging and shipping them properly is very important and the customers' responsibility. Many of our products contain fragile electronics and other hardware and are easily damaged if not packaged properly. We reserve the right to deny warranty coverage for any damage caused by improper packaging.

### 4.1 Advanced Exchange

A pre-printed transport return slip is enclosed with the packing list of the replacement model. The packaging is to be reused for the return shipment and using the pre-printed transport return labels. The local designated courier should be contacted for a pickup.

Certain products require shipping on a pallet to prevent shipping damage (contact RA Desk for further information if needed).

### 4.2 Carry-In

The local courier will be assigned by Bosch ST to pick-up defective material.

## 5 Warranty Terms

Warranty Terms are valid when used normally and installed according to installation instructions.

General Warranty period for Bosch ST products is 3 Years.

Exceptions are:

- Monitor's picture tubes - 1 Year
- Time-lapse recorder's video heads - 1 Year
- Paging mobiles - 1 Year

Full details are available on Extranet and Intranet

Dead On Arrival (DOA).

DOA definition is: "out of box defect of a new sales delivery" within 30 days. A copy of the original invoice must be provided with the RMA request. The DOA replacement model is always brand new as soon as possible after the RA request is processed. The claimed defective unit is to be returned in the packaging from the new unit if need be.

## 6 Repair Conditions

Bosch ST will evaluate all equipment returned for repair to determine warranty coverage. If your equipment is deemed “Out of Warranty” or “Warranty Void”, you will be contacted for authorization to proceed with the repair. Refer to Appendix 1.

### 6.1 Warranty Void

There are times when an action results in “Void” warranty. An example: lightning damage, over voltage, or customer induced damage. The RMA desk will contact the customer for authorization of the repair charge and to proceed with the repair.

### 6.2 Beyond Economical Repair (BER)

Material received in damaged condition or is economically un-repairable due to the cost of the material and labor may be deemed “Beyond Economical Repair”.

#### 6.2.1 BER – In Warranty

If the IW material is deemed “Beyond Economical Repair”, the RMA desk will contact the customer to resolve the issue. If the issue is related to customer induced damage or other conditions that void warranty, then we would generally offer refurbished or new product for sale to replace the item. If the issue falls under the warranty coverage, we would provide a refurbished or new product at no charge to the customer.

#### 6.2.2 BER - Out of Warranty

If the OoW material is deemed “Beyond Economical Repair”, the RMA desk will contact the customer to determine next steps. In general, we would offer new or refurbished product for sale to replace the item.

For Out of Warranty or Void Warranty issues; If you elect not to proceed with a repair and have the material returned to you, there is a 25 Euro service charge for the cost of handling the request.

## 7 Reminder Process Return of Exchanges

### Out of Warranty Non-Approval Reminder

- OoW Non-Approval Reminder will be sent to the customer when OoW RMA Confirmation Form is not approved within 2 weeks. The RMA number will be cancelled when the approval is not received within 3 weeks from RMA request date.

### AE Non-Return Reminder

- AE Non Return Reminder will be sent to the customer twice with an interval of 2 weeks when the defective model is not received by Bosch ST. The last AE Non Return Reminder includes the warning for an AE Non Return invoice when the defective mode is not received within 5 weeks from swap date. Return shipments and credit note claims are not longer accepted when the deadline has expired.

#### **NOTE: Carry-In Non Return Reminder**

CI Non-Return Reminder will be sent to the customer when the defective model is not received by Bosch ST within 2 weeks. The RMA will be cancelled when the defective model is not received within 3 weeks from RMA confirmation date.

## 8 Abbreviations

- ▶ RMA Return Material Authorization
- ▶ InW In Warranty
- ▶ OoW Out Of Warranty
- ▶ DOA Dead On Arrival
- ▶ AE Advanced Exchange
- ▶ CI Carry In
- ▶ BER Beyond Economic Repair
- ▶ EU European Union
- ▶ VAT Value Added Tax
- ▶ DDP Delivery Duty Paid
- ▶ DDU Delivery Duty Unpaid

## 9 Communication Channels

### 9.1 RMA Related Issues

Bosch ST RMA Desk can be contacted by

Phone: +31 (0) 76 5721500  
Fax: +31 (0) 76 5721413  
Email: [RMADesk.STService@nl.bosch.com](mailto:RMADesk.STService@nl.bosch.com)

RMA desk is open between 8:30 – 17:00 hours

### 9.2 Information on WEB

Customer can find the relevant RMA and Product Information on Extranet with the use of a password.

<http://www.boschsecuritysystems.com/globalservice/>

National Sales Organization could find the relevant information on Intranet.

[http://www.ot.de.bosch.com/abt/st/cms/rbdest1\\_en/extranet\\_frameset.asp](http://www.ot.de.bosch.com/abt/st/cms/rbdest1_en/extranet_frameset.asp)

### 9.3 Escalations

Centralized repair issues could be escalated to the following persons in order see below

#### 1) Manager, RMA Desk

- ▶ Tel: +31 76 5721947
- ▶ Fax: +31 76 5721413
- ▶ Cell: +31 6 13246484
- ▶ Email: [hanneke.vanoirschot@nl.bosch.com](mailto:hanneke.vanoirschot@nl.bosch.com)

#### 2) Regional Service Manager

- ▶ Tel: +31 76 5721147
- ▶ Fax: +31 76 5721908
- ▶ Cell: +31 6 51384475
- ▶ Email: [marcel.vanmeer@nl.bosch.com](mailto:marcel.vanmeer@nl.bosch.com)

Extranet and Intranet related issues:

#### 3) EMEA Regional Operations Manager

- ▶ Tel: +31 76 5721496
- ▶ Fax: +31 76 5721249
- ▶ Cell: +31 6 51546621
- ▶ Email: [mark.michels@nl.bosch.com](mailto:mark.michels@nl.bosch.com)

## RMA-REQUEST BOSCH ST

<b>Date</b>	
-------------	--

<b>Customer Information</b>	
<b>Company Name</b>	
<b>Requester ID *</b>	
<b>Ship ID</b> (if different from req. id)	
<b>Invoice ID</b> (if different from req. id)	
<b>Contact person</b>	
<b>Tel.</b>	
<b>Fax</b>	
<b>E-mail</b>	
<b>PO No./ Your Ref.</b>	

<b>Product Information</b>	
<b>Complaint (full description)</b>	
<b>Model no. or SAP/12NC no.</b>	
<b>FULL Serial no.</b>	
<b>Production Yr/Wk</b>	
<b>Forced Carry In requested</b>	<b>No</b> <input type="checkbox"/> / <b>Yes</b> <input type="checkbox"/> (please "tick" what's applicable)

\* = if you don't have a Requester ID yet please send in "new RMA customer form" (on extranet or in repair user manual) and we'll send you your ID immediately

This RMA Request form initiates this central swap / repair procedure at Bosch ST.

### Guarantee conditions:

Bosch grants the end user following guarantee period:

- 3 years for CCTV from production date June 2000 onwards (1 year for CCTV Products with production dates before June 2000 and 1 year for Picture Tubes and TLR Heads)
- 3 years for Comm Products (Paging, Congress, PA) from production date May 2002 onwards (1 year for Comm Products with production dates before May 2002 and 1 year for Paging Mobiles)
- 3 years for Fire - Intrusion – Access Control (2 years for Fire - Intrusion – Access Control CCTV products with production dates before July 2004)
- A 90 days repair guarantee will be applied to all replacement items or the remaining part of the original guarantee (whichever is the longer).

Within above guarantee period all defective products from will be replaced free of charge by an equivalent product through Advanced Exchange (our central swap procedure) or through Carry In ("classic" repair).

Outside of the official guarantee period products will be repaired against a fixed out of warranty repair fee.

In case your RMA Request is graded as being "Out of Warranty", Bosch will inform you accordingly and send you an "Out of Warranty" quotation.

Your RMA request may be rejected if it fails to meet the conditions set out in the "Bosch Security Systems Extranet for Service".

### Other Conditions

- Most "In Warranty" repair will be "Advanced Exchange" swap, meaning a replacement product will be shipped to you by courier (within a period of five working days is common).
- Together with the replacement item a pre-printed label for the return shipment of the defective product will be shipped by Bosch ST RMA dept.
- The defective product(s), labelled with special label (sent by Bosch), must be returned to Bosch within 10 working days after receipt of replacement item.
- Do not return total kits and/or accessories. Just the defective product itself will be accepted (so e.g. monitors without cameras and cables, Camera's without CS mount lenses and camera stands or accessories without adapters).
- If the defective product is not returned within 10 working days, Bosch ST will invoice the replacement product(s) as well as additional handling and transport costs.

All of the above conditions apply to Bosch ST CCTV + Comm + Fire + Intrusion + Access Control Products manufactured under the responsibility of Bosch Security Systems and sold through its European sales channels.

For complete and detailed info on procedures and conditions please check Bosch ST Repair User Manual (for some available on Extranet)

### **Mail (Fax) this page to:**

Bosch ST RMA Desk

[RMADesk.STService@nl.bosch.com](mailto:RMADesk.STService@nl.bosch.com)

Tel: **+31 (0) 76 5721 500**

Fax: **+31 (0) 76 5721 413**

November 2007

Bosch Security Systems



**Security Systems**

**New Customer Data**

**Revised Customer Data**

<input type="checkbox"/>
<input type="checkbox"/>

Cust. no.

SAP no.


From

To

Hanneke van Oirschot
<a href="mailto:hanneke.vanoirschot@nl.bosch.com">hanneke.vanoirschot@nl.bosch.com</a>
fax +31.(0) 76-5721413

Date

--

Full name

Contact Person

(if more than 1 see next page)


**Invoice Address**

Street

Zip code

City

Country


P.O.Box

Zip code

City

Country


Language

--

Tel.no.

Fax no.

Email


VAT no.

Payment Terms

INCO Terms

Shipment Terms

Currency


Funloc. No.(for NSO's only)

Login Web

Password Web

TNT Phone


Opening Hours

--

**Delivery Address**

(if more than 1 see next page)

Company Name

--

Street

--

Zip code

--

City

--

Country

--

Contact

--

Tel.No.

--

Fax No.

--

Email

--

**Contact Person**

(if more please fill in underneath)

Full Name

--

E-mail Address

--

Tel. No.

--

Fax No.

--

Full Name

--

E-mail Address

--

Tel. No.

--

Fax No.

--

Full Name

--

E-mail Address

--

Tel. No.

--

Fax No.

--

**Delivery Address**

Company Name

--

Street

--

Zip Code

--

City

--

Country

--

Contact

--

Tel.No.

--

Fax No.

--

Email

--

**Company Name**

Street

Zip code

City

Country


Contact

Tel.No.

Fax No.

Email


## Appendix 1.

### OTHER WARRANTIES, LIMITATION OF LIABILITY

BOSCH ST warrants that its products, at the time of shipment by BOSCH ST, are free from defect in material or workmanship under normal use and service for the respective warranty periods specified in the applicable Price Schedule, or as otherwise published.

To assure conformance with operating limitations, Buyer should refer to the applicable data sheet.

The warranty is void (i) if the Product is not operated in conformance with installation, environmental, mechanical or electrical requirements, or within thermal stress limits, or (ii) to the extent that any malfunction is the result of misuse, abuse, vandalism, neglect, improper installation or application, alteration, accident, or negligence in use, storage, transportation, or handling or if the original identification markings on the Product have been removed, defaced or altered, lightning, electricity, water, fire, environment or other hazard, or act of God, or other impact outside of normal operating guidelines.

The foregoing warranty is subject to Buyer's (i) promptly written claim and (ii) timely provision to BOSCH ST of an opportunity to inspect and test the Product claimed to be defective. Such inspection may be on Buyer's premises and/or BOSCH ST may request the return of the Product at Buyer's expense. However, BOSCH ST shall not be responsible for packing, inspection, or labor costs in connection with the return of Product. No Product shall be accepted for warranty service that is not accompanied by a Return Authorization issued by BOSCH ST.

The liability of BOSCH ST hereunder or otherwise is solely and exclusively limited to replacement (new or refurbished Product), repair, or credit of the amortized purchase price, as BOSCH ST may elect, for any Product which is returned by Buyer during the applicable warranty period, or services for which timely notice of defect has been given by Buyer, and which are found by BOSCH ST to be subject to adjustment under this warranty.

BOSCH ST's warranty shall not be enlarged, diminished, or affected by, and no obligation or liability shall arise or grow out of BOSCH ST's rendering or technical advice, facilities, or services in connection with Buyer's order to the products furnished hereunder.