**Return Authorization Form (RMA)**

***FIRST Components srl***

*Via 2 Giugno 20, 21022 Azzate (VA) Italy*

*Tel +39 0332 1888005 Fax +39 0332 320856*

*Web* [*www.first-components.com*](http://www.first-components.com)

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| --- | --- |
| **Return Authorization Number \*** |  |
| **Return Authorization Date \*** |  |
|  | *\*by FIRST Components* |
| * **To be completed in full and sent to** **sales@first-components.com** **-**
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| **APPLICANT** |
| **Business Name** |  |
| **Rif. Mr. / Mrs.** |  |
| **Phone** |  |
| **Fax** |  |
| **E-mail** |  |

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| **Product FC P/N** | **Production Date** | **Quantity** | **Defect Description** | **Nr. DDT FIRST Components or** **Nr. Invoice** |
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**(\*) by submitting this completed form, you accept the terms and conditions of return expressed in the following points 1, 2, 3, 4**

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**First Components srl (FC)**

Return Authorization Request Terms and Conditions (RMA) of defective material:

1. What is covered by the warranty and for how long:

The customer declares to be aware that FC markets products manufactured by third parties and guarantees their compliance based on the characteristics and quality levels specified in the data-sheets.

All products are covered by the limited warranty, without functional defects for a period of one year from the date of production and without visual defects and missing parts for a period of 30 days from the date of shipment.

If a product has been damaged during shipment or the order is incorrect, you must notify us within 2 days of receipt.

2. What is not covered by the warranty:

No warranty is applied and no repair or replacement by First Components is granted under the following conditions:

Evidence of mechanical stress on parts including but not limited to:

2-1 Glass or Touch screen damaged or broken.

2-2 Connections and damaged components.

2-3 Damaged Polarizer

2-4 Damaged mounting holes.

2-5 Parts tampered by grinding, engraving, drilling, cutting or applying coatings of any type and/or ZIF welding assembly (FPC, FFC, HEAT SEAL, TIN PAD, SOLDERING PAD).

2-6 Adding or Removing Components. In particular, customer header soldering expressly voids the warranty. This includes customer removal of any headers that may have been soldered. It is recommended to purchase the displays with pre-assembled headers by the display manufacturer. Please contact FC for any specific request of this kind.

2-7 Evidence of damage caused by applying the wrong voltage.

2-8 Proof of damage caused by operation outside the specified temperature range.

2-9 Evidence of damage from electrostatic discharge (ESD).

3. What happens if I have a defective product under warranty:

First Components will either (a) repair the product using new or refurbished parts or (b) replace the product with a new or refurbished product.

"Refurbished" means a component or product that has been reworked to original specifications.

Replacing or repairing a product does not restart the applicable warranty period.

4. How can I request a warranty repair or replacement ?

For warranty service, you must begin by requesting a Return Material Authorization (RMA) number from our sales.

**Return Authorization Request (RMA) terms and conditions for defective material:**

The request for RMA nr. can be done with the premise that the terms referred to the points below are acknowledged and fully accepted.

To obtain a RMA number, please contact First Components Customer Service who will provide the following RMA form to be completed in full. Upon verification of the completeness of the data received, FC will communicate a return authorization number (RMA) and the correct return address for the goods.

The validity of the nr. RMA is 5 working days from the date of communication. If FC does not receive the return of the parts in question within this period, the RMA will automatically expire.

After receiving the defective goods from the customer, FC will send the returned units to the manufacturer for analysis and repair / replacement:

If, following an analysis by the manufacturer of non-compliance, it is ascertained that the product is covered by the guarantee (see paragraph 1), FC will arrange for the repair and / or replacement to be carried out at its own expense.

If, on the contrary, the warranty coverage has lapsed (see paragraph 2), upon notice by FC of the related costs and acceptance to be borne by the customer, the defective unit will be repaired or replaced.

The shipment of the material (from customer to / from FC and from FC to / from manufacturer) will be borne by FC in cases of repair / replacement under warranty. For the return of material not covered by the warranty, all transport costs will be charged to the customer, regardless of acceptance to proceed with the repair / replacement.

The costs of repair and transport (when applicable) will be invoiced with the sending of the RMA closing report.

First Components