All Customers need to obtain an RMA number first-before shipping / returning product(s), no matter what the Warranty period is.

**EMA will NOT take any responsibility for product(s) sent out for repair without given RMA number(s). Shipments received by EMA without an RMA number will be refused/returned to the Customer on Customer's expense**

1. It is extremely important for the RMA process to use the correct and complete serial number of the product. The serial number is also used for tracking and tracing purposes, and finally warranty period of the product. Incomplete or incorrect serial numbers generate unreliable tracking data.
2. If, by any chance, the serial number is not readable or is damaged, you will need to obtain a new serial number for the product. In this case please contact rma@ema.si before requesting RMA number.
3. Customers from non EU member states are liable to prepare an additional Pro_Forma invoice. A sample Pro_Forma invoice including all the necessary elements is available below the login screen. Prior to sending products, a copy of the Pro_Forma invoice should be forwarded either to the fax num. +386 3 428 48 24 or e-mail address rma@ema.si
4. Customers must obtain an RMA number for each product type separately.

   WARRANTY SERVICE:
5. EMA undertakes all costs defined in Warranty Contitions for the repair <u>within the warranty period</u>. The transport of such products from Customer shall be organised by the Customer on Customer's expense. EMA reserves the right to determine the way of transport back to the Customer which goes on EMA's expense.

   OUT OF WARRANTY SERVICE:
6. Costs for repairing the goods which are out of warranty shall be borne by the Customer. The transport of such products from Customer shall be organised by the Customer at the Customer's expense. When finishing the servicing, EMA will issue an invoice and inform the Customer about the finished repair via e-mail which will be generated automatically. EMA reserves the right to determine the way of transport back to the Customer on Customer's expense.
7. The Customer shall return the product with the complete accessory kit originally supplied (e.g. cables, power supplies, ...) if possible.
8. All RMA returned items must be sent via traceable means. Examples would be UPS, FedEx, DHL, TNT. Be sure to retain the tracking information for your records. The Customer is responsible for the product until it is received by EMA. The liability for the shipment lies on EMA all until that item is received.

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RMA Request/Return and Trace Procedure

Step 1. Requesting the RMA number

 It will be necessary for you to:

- Following the RMA aplication link on www.bluetraker.com:

- Login to the RMA aplication with your Account details after you registered.

- Select *RMA request*-> *New RMA request*. Select the SERIAL NUMBER of the product which will then define all other information about the product.

 Please, check the information displayed before you continue.

- Be sure to tell us what is wrong with the equipment.- Have your specific company name, shipping address rady.

RMA request >> Add

Accessories:

Fault Desctription:

Dispatch (if Address different than Customer Address):

Save   Cancel

- When complete, please wait until your RMA request is confirmed. It will usually take not more than 24hrs. You will be informed by e-mail automatically with the the the Repair_Form attached whether your request has been accepted or refused.

CIIIA

CODING & TRACKING SOLUTIONS

REPAIR FORM

Send the product to:

Ema d.o.o.
Service Dpt.
Levec 37A
SI - 3301 Petrovce
Slovenia

RMA NUMBER:
RMA060118071

If your RMA request is refused, you will be instructed how to proceed.

If your RMA request is accepted, please continue to Step 2.

Step 2. Returning the Product

Use the product's original packaging if still available .

Put product(s) in the package(s) using the rule: »...one RMA – one package« if possible.
Send package(s) to the address written on the Repair_Form(s). Also write the RMA number on at least two (2) outside surfaces of each return package.

Do not forget to enclose Repair_Form and Pro_Forma invoice (if necessary).

Write RMA number on the Waybill in the »Special Instructions« field.

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Step 3. Monitoring your product's »State of repair«

- You can monitor the progress of repair online. Simply login to the aplication and check the status of your repair. Yes, it's that easy.

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For any additional information, please contact rma@ema.si or support@ema.si