

INHECO Repair and Return Policy and Guidelines

INHECO continuously tries to improve the quality of its products, logistic procedures and services to maximize customer value. This document will provide you with the necessary information, how to act when an INHECO shipment or product should be defective.

Should the shipment itself evidently be defective (transport damage, missing items etc.), please report this within 7 days to the sales department:

By email to sales@inheco.com or by fax: +49 89 899 593 149.

If any units need to be returned to INHECO (including test units and erroneously ordered items) please proceed to chapter 3.

**All items returned to INHECO will have to go through the RMA procedure.
No items may be returned to INHECO without a RMA number.**

In case the products delivered to you by INHECO should not function properly due to technical reasons, please perform the following steps:

1. Check unit by customer

- a. Check and if necessary correct the settings of the unit with the supplied product manual.
- b. If possible, exchange the not functional unit for another INHECO unit at hand.
Heating/Shaking units and TEC Controls should be changed separately in two steps to determine which unit is defective.
- c. Check the unit and/or display for any obvious defects or errors.

2. Use the INHECO Technical Hotline

If the above steps did not restore full functionality, please contact the INHECO Technical Hotline by Email: techhotline@inheco.com.

Please provide the following information:

- INHECO part numbers, description and serial numbers
- Failure description

The technical service department will contact you to try to solve the problem leaving the concerned units on site.

3. The unit needs to be returned to INHECO

If the above steps did not restore full functionality, the unit will have to be returned to INHECO for repair and warranty evaluation.

3.1 Fill out the [Request for RMA number](#)

This form can be downloaded from our website ([Service, Returns-RMA](#)) - or by clicking the above link. Please fill out the form completely and send it to our Technical Support department:

By email techhotline@inheco.com or by fax: +49 89-899 593-149.

Any missing information will delay processing time. Please be sure to list all main items to be included in the shipment (power cords etc do not have to be included).

3.2 Warranty evaluation by INHECO

INHECO will check whether the article is still within the warranty period. If it is, we will send you the Return Merchandise Authorization (**RMA**) number by email. If it is not, we will get in contact with you to determine the further course of action; usually, an “**estimation of costs**” will be generated to evaluate whether a repair is economically viable. Please note: Any costs incurred by INHECO related to the return and repair of non-warranty units will be borne by the customer.

In case the returned parts are not found to be warranty cases although the systems are within the warranty period of 2 years (e.g. due to a robot crash, scratches, drop-down damage etc), INHECO will invoice transport, repair costs or handling fee to the customer upon redelivery to the customer.

3.3 Return of units to INHECO

With the issue of the RMA number, the units are now approved for return to INHECO. Please make sure that all units are decontaminated, effectively removing or neutralizing all harmful substances and properties. In order to guarantee a safe handling of the units at INHECO, you will need to complete and sign the [RMA Request](#), as explained in 3.1.

The returned devices must not show any residues of substances at any accessible area including drawers of incubators. INHECO will otherwise charge a fee for cleaning. The amount of this fee depends on the labor input by INHECO. The minimum fee is 50 Euro.

The signed RMA Request must be fixed on the outside of the package as it is strictly forbidden for INHECO employees to open the package without this document.

The customer is responsible for ensuring that the “**RMA number**” is clearly visible on all documents and the outside of the package when it is returned.

3.4 Repair and redelivery

Please allow 4 to 6 weeks for the repair to be completed. If warranty does not apply, we will inform you about the repair costs before the actual repair takes place.

General terms and conditions for repair and return of INHECO products

INHECO will only accept parts / devices for return that have not been exposed to human or animal blood or fluids, chemical or biological fluids, or radioactive or radiation materials, or devices that have been effectively decontaminated.

Furthermore, return of products will NOT be accepted for products that have been used in **Biosafety Level 3 and 4 environments**, regardless of decontamination.

RMA numbers CANNOT be reused for any future shipments as the numbers are unique to each return shipment.

INHECO reserves the right to refuse shipments that do not have an authorized RMA number.
Any costs related to such shipments will be borne by the sender.

The INHECO RMA return policy requires customers to return the part to INHECO within 1 month of receipt of the RMA number. After this period, the RMA number is not valid anymore and the RMA procedure needs to be performed again from the start.

INHECO will charge up to 10% of order value but not less than 100€/order (processing fee plus related freight charges per shipment if the customer wants to return articles ordered in error.