

## **Return Material Authorization Process (RMA Process)**

Dear Customer,

We are committed to your satisfaction, and will happily process your return or repair. To return the item, please follow the steps below:

### **Get your RMA number**

The RMA number will be provided by the ND SatCom Customer Support after you have sent the Online Service Request / RMA Request Form and after the persons responsible agreed to an RMA procedure.

ND SatCom will send the RMA Number to the e-mail or fax-number you indicated on the Online Service Request / RMA Request Form.

### **Pack the items**

Pack the items securely, preferably in the original carton and always send the Online Service Request / RMA Request Form incl. RMA number with the returned items. Returns will not be accepted without RMA number being clearly marked on the outside of the packaging.

### **Send the items CIP to ND SatCom**

(for the relevant address see Online Service Request / RMA Request Form) to the following address:

ND SatCom GmbH  
Customer Support  
<Your RMA Number>  
Graf-von-Soden-Strasse  
88090 Immenstaad  
Germany

### **Contact Support**

Phone: +49 (0) 7545 / 939 - 7400

Fax: +49 (0) 7545 / 939 - 7888