

Return Material Authorization Procedure

For warranty claims & failure analysis

1. Registration



- Collect and secure defective products, you wish to submit for warranty claim and/or failure analysis.
- Go to "**Submit a Claim**" on this web site and fill out and submit the RMA Form.
- *You will receive a mail that confirms your submission*

2. Authorization



- Pascal pre-evaluates the warranty claim, based on RMA form.
- Wait for Pascal to confirm claim acceptance by email.
- *Note: Authorization and pre-evaluation can take up to five (5) days.*

3. Return Product



- Pack and ship all products in original or similar packaging.
- Mark shipment according to authorization email.
- *Note: You are responsible for transport and delivery of returned items to Pascal.*
- *Note: Once received products will become property of Pascal A/S.*

4. Claim Process



- Pascal will start warranty determination process upon receipt of products.
- Normal process: Warranty will be processed immediately, within five (5) days.
- *Note: At Pascals discretion, advanced analysis might be required, expect up to five (5) weeks.*

5. Resolution



- At Pascals discretion, all accepted warranty claims are closed by either replacement, repair or refund by credit nota.
- All returned products are used for continuous improvements to existing and new products. Thank you for helping us improve our products.
- *Note: You will not receive 8D or similar individual failure reports on the returned products.*

How to mark your return shipment:

Pascal A/S
 Ellekaer 6
 DK-2730 Herlev – Denmark
Att. Product Claims