



## RMA PROCEDURE

- 1) Please go to [www.aedrepair.com](http://www.aedrepair.com) and download the RMA form (found under 'documents');  
Please complete the RMA form and fax or send it to:
  - a. for AED Display products: [servicecenter@aedisdisplay.com](mailto:servicecenter@aedisdisplay.com)
  - b. for all other AED group products: [info@aedrepair.com](mailto:info@aedrepair.com)
  - c. Fax: +32 3 860 76 65 for all AED group products;
- 2) You will receive a confirmation and an RMA number from our service department;
- 3) Please mark the RMA number clearly on the package;
- 4) Shipping:
  - a. For QSC warranty repairs we will collect the equipment with TNT
  - b. For other and or non-warranty repairs the transport is organized by and on the expenses of the customer.
  - c. The equipment must be sent to the AED Repair service center in Belgium:

### AED Repair

Reference: (RMA number)  
Bedrijvenpark De Veert 12  
2830 Willebroek  
Belgium

### AED Display nv

Reference: (RMA number)  
Bedrijvenpark De Veert 12  
2830 Willebroek  
Belgium

- By submitting an RMA request, (see RMA procedure on the website), the Customer agrees to these general terms and conditions. [www.aedgroup.eu/legal](http://www.aedgroup.eu/legal)
- Use an original/resistant packaging to prevent damage during the transport. By not using an original/resistant packaging during transport, the risk off damage will be on the clients behalf.
- By submitting an RMA request, the Customer agrees that a quotation fee will be charged, even if the customer does not ultimately accept the specific quotation provided.