RMA POLICY

TERMS AND CONDITIONS

This document sets out the terms and conditions for Return Material Authorization cases handled by Dahlrail AB.

By submitting an RMA form to Dahlrail AB, the customer confirms that they have read, understood and accepted this policy.

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DAHLRAIL

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1. Purpose and Application

This RMA Policy sets out the terms and conditions that apply when a customer returns a product or component to Dahlrail AB for service, troubleshooting, repair, inspection, overhaul, refurbishment, warranty assessment, no fault found assessment or technical investigation.

The purpose of this policy is to ensure that all returns are handled in a structured, efficient and traceable way. By submitting an RMA form to Dahlrail AB, the customer confirms that they have read, understood and accepted this policy.

If you have any inqueries please contact us at order-se@dahlrail.com

2. RMA Requirement Before Shipment

A valid RMA number must be obtained before any product or component is sent to Dahlrail AB. Products sent without a valid RMA number may be delayed, refused or returned to the sender.

To request an RMA number, the customer must complete Dahlrail AB's RMA form and send it by email to **order-se@dahlrail.com**. Dahlrail AB will review the request and, once approved, return the RMA form with an assigned RMA number.

Dahlrail AB uses the Sales Order number in its ERP system as the RMA number. The assigned RMA number must be used in all communication relating to the case and must be clearly stated on the shipment and shipping documents where applicable.

One completed RMA form is required for each product or component, unless otherwise agreed in writing.

3. Customer Responsibility for Information

The customer is responsible for ensuring that all information provided in the RMA form is complete, accurate and up to date. This includes, where applicable, company and contact information, customer reference, purchase order number, delivery and invoice address, original equipment manufacturer (OEM) article number, OEM serial number, fault description, requested service and warranty information when applicable.

For chargeable RMA work, a valid customer purchase order is required before work is performed, unless otherwise agreed in writing.

If information is incomplete, incorrect or unclear, Dahlrail AB may pause the handling of the case until the necessary information has been provided. Incomplete or incorrect information may also result in delay, rejection of the RMA request or return of the shipment to the sender.

4. Preparing and Sending the Shipment

The customer must wait until Dahlrail AB has approved the RMA request and returned the RMA form with the assigned RMA number before shipping the product or component.

To ensure correct handling, the customer shall either include the approved RMA form with the shipment or clearly mark the shipment with the assigned RMA number. The assigned RMA number should also be stated on relevant shipping documents where possible.

The customer is responsible for ensuring that the product or component is properly packed and protected against transport damage.

Failure to follow these instructions may delay the processing of the RMA case. Shipments without an approved RMA form or clearly stated RMA number may be delayed, refused or returned to the sender.

Products or components shall be sent to:

Dahlrail AB
Fabriksvägen 9
SE-186 32 Vallentuna
Sweden

5. Shipping, Transport Costs and Risk

Unless otherwise agreed in writing, the customer is responsible for all shipping costs to and from Dahlrail AB.

Dahlrail AB may assist with booking transport if the customer provides their customer account number with the carrier.

The customer is responsible for the product until it has been received by Dahlrail AB. Dahlrail AB is not responsible for damage caused by insufficient packaging or transport handling before receipt.

Any transport damage must be reported to the carrier without delay and supported by relevant documentation, including photographs where applicable.

6. Receipt and Initial Inspection

When the product or component is received by Dahlrail AB, it will be checked against the approved RMA form and the registered RMA case. Dahlrail AB will verify the RMA number, product or part number, serial number, quantity, goods marking, packaging condition, visible damage and customer fault description.

If the received product does not match the registered RMA information, Dahlrail AB may pause the case until the discrepancy has been clarified.

All returned products are subject to inspection upon receipt and will be processed according to the approved RMA request.

7. Service, Troubleshooting and Repair

Depending on the type of case, Dahlrail AB may perform visual inspection, service, troubleshooting, testing, repair, overhaul, refurbishment, warranty assessment, no fault found assessment or technical investigation. Dahlrail will perform the activities necessary to assess and address the reported issue.

If additional work, parts, cost approval or a customer decision is required before the work can continue, Dahlrail AB may pause the case until written approval has been received and, where applicable, a valid purchase order has been provided.

Chargeable work is further regulated in section 14.

8. No Fault Found (NFF) and Fees

If Dahlrail AB cannot identify or reproduce the reported fault during inspection or testing, the case may be classified as **No Fault Found (NFF)**.

A No Fault Found result does not necessarily mean that no issue has ever occurred. It means that the reported fault could not be confirmed during Dahlrail AB's inspection or testing under the conditions available at the time.

A fixed No Fault Found fee applies to all NFF cases. The fee covers inspection, troubleshooting, handling, administration and the time required to assess the returned product.

The fixed NFF fee may vary depending on product type. For Pulse Generators, the fixed No Fault Found fee is **6,250 SEK or 600 EUR**.

Return shipping and any additional freight, customs, handling or administrative costs may be charged separately.

By submitting and using an RMA number, the customer acknowledges and accepts that a fixed No Fault Found fee applies if the case is classified as NFF.

9. End of Life / Beyond Economical Repair (BER) Assessment

If Dahlrail AB determines that a returned product or component is no longer technically suitable for continued operation, has reached the end of its service life, or cannot be repaired in a technically or economically reasonable manner, the unit may be classified as Beyond Economical Repair (BER).

A fixed BER assessment fee may apply. The fee covers inspection, troubleshooting, technical evaluation, documentation, handling and administration associated with the assessment.

Dahlrail AB may recommend replacement, overhaul, refurbishment or purchase of a new unit where applicable.

Return shipping and any additional freight or handling costs may be charged separately.

10. Warranty Assessment

If the customer submits the case as a warranty claim, the customer must provide relevant warranty information, including warranty expiry date where applicable. Dahlrail AB will assess whether the case falls within applicable warranty terms.

Warranty claims are subject to Dahlrail AB's warranty terms and exclusions. Warranty does not normally cover damage or faults caused by incorrect installation, incorrect use, external damage, transport damage, unauthorized modification, normal wear and tear, lack of maintenance, incorrect handling or storage, or damage caused by third parties.

If the case is not covered by warranty, Dahlrail AB may provide a quotation, cost estimate or repair proposal before continuing with chargeable work.

11. External Partner or Supplier Handling

Dahlrail AB may send the product, component or relevant technical information to an external partner or supplier for inspection, repair, assessment or technical support. The customer accepts that this may be necessary in order to complete the RMA case.

If the product or component needs to be shipped to an external partner or supplier, additional freight, handling, customs or administrative costs may apply. Such costs may be charged to the customer unless otherwise agreed in writing.

Dahlrail AB remains responsible for coordinating the RMA case toward the customer unless otherwise agreed in writing.

12. Documentation and Repair Reports

Dahlrail AB may provide documentation related to the RMA case depending on the type, complexity and outcome of the work performed.

For minor or standard service work, such as battery replacement, simple component replacement, minor repair or basic troubleshooting, Dahlrail AB may provide a Short Repair Report or other simplified documentation. This documentation may summarize the customer's request, the work performed, any parts replaced and the final status of the product.

For more complex cases, such as detailed troubleshooting, warranty assessment, No Fault Found cases, technical investigations, extensive repair work or overhaul/refurbishment, Dahlrail AB will provide a full Repair Report.

The documentation provided by Dahlrail AB will be limited to information that Dahlrail AB considers relevant and appropriate to share with the customer. Internal notes, internal supplier communication, commercially sensitive information and internal assessment details may be excluded from customer-facing documentation.

All applicable documentation will be archived internally by Dahlrail AB under the relevant RMA/Sales Order reference.

13. Replaced Parts and Material

Parts replaced during service, repair or troubleshooting may be charged to the customer unless covered by warranty or otherwise agreed in writing.

Replaced parts may be scrapped, returned or handled according to Dahlrail AB's standard process or according to a specific agreement with the customer. If the customer requires replaced parts to be returned, this must be agreed before the work is performed.

Any loan units, replacement items or other material provided by Dahlrail AB must be returned if required. Failure to return such items may result in additional charges.

14. Return Delivery

When the work has been completed and the product or component is ready for return, Dahlrail AB will arrange return delivery according to the agreed shipping terms.

Return delivery may be delayed if customer information, customer approval, purchase order, payment terms, invoice details or transport information is missing.

Return shipping and any applicable freight or handling costs may be charged to the customer unless otherwise agreed in writing.

15. Quotation, Customer Approval and Purchase Order

If the RMA case requires chargeable work, Dahlrail AB may provide a quotation, cost estimate or repair proposal before proceeding.

The customer must approve the quotation, cost estimate or repair proposal in writing before Dahlrail AB continues with chargeable work, unless otherwise agreed in writing.

A valid customer purchase order is required for all chargeable RMA work. The purchase order must be provided before chargeable work is performed, unless otherwise agreed in writing.

If the customer does not approve the quotation, cost estimate or repair proposal, or does not provide a valid purchase order, Dahlrail AB may pause the case until the required approval and purchase order have been received.

Dahlrail AB may also delay return delivery, return the product unrepaired or close the case after notifying the customer if the required approval or purchase order is not provided within a reasonable time.

16. Invoicing

Dahlrail AB may invoice the customer for all costs related to the RMA case, unless the cost is covered by warranty or otherwise agreed in writing.

Chargeable costs may include, but are not limited to, inspection, troubleshooting, testing, repair, service, overhaul, refurbishment, spare parts, material, No Fault Found handling, Beyond Economical Repair assessment, external supplier or partner work, administration, freight, return shipping, additional shipping to or from external partners, customs fees, storage fees and other handling costs where applicable.

If a case is classified as No Fault Found (NFF), a fixed NFF fee will apply. The fixed fee may vary depending on product type. Return shipping and any additional freight or handling costs may be charged separately.

If Dahlrail AB determines that a returned product or component is no longer technically suitable for continued operation, has reached the end of its service life, or cannot be repaired in a technically or economically reasonable manner, the unit may be classified as Beyond Economical Repair (BER). A fixed BER assessment fee may apply. The fee covers inspection, troubleshooting, technical evaluation, documentation, handling and administration associated with the assessment.

Dahlrail AB may recommend replacement, overhaul, refurbishment or purchase of a new unit where applicable.

The invoice will be issued according to the agreed commercial terms once the work has been completed, the product has been returned, classified as No Fault Found, classified as Beyond Economical Repair, scrapped or otherwise handled according to agreement, and the required documentation has been completed where applicable.

17. Delayed Customer Response and Storage

If Dahlrail AB is waiting for customer approval, missing information, purchase order, shipping instructions or another required response, the case may be placed on hold.

If the customer does not respond within a reasonable time, Dahlrail AB reserves the right to charge storage or handling fees, return the product unrepaired, scrap the product where applicable and lawful, or close the case after notifying the customer.

18. Completion of the RMA Case

An RMA case is considered complete when the agreed work has been performed and the product has been returned, scrapped or otherwise handled according to agreement.

Before the case is closed, all required documentation shall be completed where applicable, and all relevant charges shall be invoiced according to the agreed commercial terms.
The RMA case is fully completed when no further action remains for Dahlrail AB or the customer.

19. Limitation of Liability

Dahlrail AB is not liable for indirect losses, loss of production, loss of revenue, loss of profit, downtime, delays or consequential damages arising from an RMA case, unless otherwise required by mandatory Swedish law.

Dahlrail AB's liability is limited to the work performed by Dahlrail AB and to the terms agreed for the specific RMA case.

20. Contact

For RMA requests or questions, please contact Dahlrail AB at:

order-se@dahlrail.com

Dahlrail AB
Fabriksvägen 9
186 32 Vallentuna
Sweden

21. Acceptance of Policy

By submitting an RMA form to Dahlrail AB, the customer confirms that they have read, understood and accepted this RMA Policy.

Dahlrail AB reserves the right to update this policy when necessary. The version published on Dahlrail AB's website https://dahlrail.com applies unless otherwise agreed in writing.