

RMA form concerning products from Heatcom Corporation

Return of new products

Under normal circumstances, product returns are not accepted.

If an agreement has been reached between parties about the return of products, the following conditions apply:

- ✓ Product is unused
- ✓ Product is in original packaging
- ✓ Copy of purchasing invoice for the product is enclosed
- ✓ As agreed between parties, an amount to cover the expenses related to handling and administration will be deducted from the invoiced amount. In the case of incorrect delivery of a product where Heatcom is at fault, Heatcom will cover all transport-related expenses for replacing the product.
- ✓ This completed form is enclosed, including the reason for return of the product and number of items:

Return to:

Heatcom Corporation A/S

Barmstedt Alle 6

DK-5500, Middelfart

Reason:

Pcs. Returned:

Warranty of a product (3 step process)

Step 1: To file a complaint and start a warranty process, collect documentation of the following:

- ✓ The product must have been installed according to the installation manual valid at the time of purchase¹
- ✓ Copy of invoice for purchase of the product
- ✓ Photos of the entire installation (If photos from the installation process are available, include these as well.)
- ✓ Description of the failure, including any measurements taken during troubleshooting
- ✓ Name and address of the installation site
- ✓ Name, address, and contact information of the electrician and third party engineer, if any has been involved at this time

¹ The installation manual for some products contains a warranty card that should be completed with information about the installation. A copy of this warranty card must be enclosed.

Send this information to sales@heatcom.dk. Within 2 working days we will respond to the complaint by issuing an RMA reference number.



Step 2: Once the warranty process has been started and an RMA reference number has been issued:

- ✓ The report from a third party performing troubleshooting must include the following information, as a minimum:
 - Name and address of the installation site
 - Name and contact information of the company ordering the work
 - Specifications of the product and a description of how the product is installed
 - Photos of the entire installation and measurements before troubleshooting (include thermal images, if available)
 - Photos of the troubleshooting process, for example removal of tiles and concrete
 - Photos of the actual failure with the product visible, before and after the repair
 - Photos of the installation after repair and description of the likely cause of the failure
- ✓ The part of the product that has failed and a sample of the flooring (in case of carpets, wood, or vinyl)
- ✓ Invoice or price estimate for the repair of the failure (An invoice for repair of product and collateral damage will not be accepted without restrictions)

Step 3: Send the information from step 2 to sales@heatcom.dk with reference to the RMA number: We will assess the material received and inform you of the outcome and any further steps in the process.