FACE KEENFINITY DYNACORD Electro-Voice

# RMA REQUEST

RETURN MATERIAL AUTHORIZATION

**PLEASE COMPLETE ALL THE FIELDS**
The more detailed your information, the faster your RMA can be processed as additional queries are avoided.

Please enter the **complete material number and serial or lot number** of the product (see product label examples on page 2) in the corresponding fields below. As an option, you can send us a picture of the product label.

In order to determine the warranty period, please include **proof of purchase** and, if applicable, the **warranty extension** certificate and/or other **p roof o f w arranty-extension a greements**.

Please send the defective product to us **without accessories**. Any cost for additional shipments of accessories might be invoiced to the customer.

**After processing your request, we will send you a confirmation with instruction on the next steps.**

For more detailed information please read page 3 or contact the Service Desk.

**CONTACT DETAILS**
**SERVICE DESK**

**Contact, Shipping, and Delivery address**:
FACE bv
Hoek 76 - Unit 301
2850 Boom
Belgium

**E-mail**: td@face-be.eu
**Business hours**: Monday to Friday 9 am to 5 pm CET

**All countries**:
Phone: T: +32 (0)3 844 67 97

## INVOICE ADDRESS

| | | | |
|---|---|---|---|
| Customer number | 19055646 | | |
| Company | FACE | | |
| Contact person | Technical Department | | |
| E-Mail | td@face-be.eu | | |
| Phone | +32 3 880 60 15 | | |
| Street, number | Hoek 76, Unit 301 | | |
| Postal code | 2850 | City | Boom |
| Country | Belgium | | |

## COLLECTION ADDRESS

IF DIFFERENT FROM INVOICE ADDRESS

| | | | |
|---|---|---|---|
| Customer number | | | |
| Company | | | |
| Contact person | | | |
| E-Mail | | | |
| Phone | | | |
| Street, number | | | |
| Postal code | | City | |
| Country | | | |

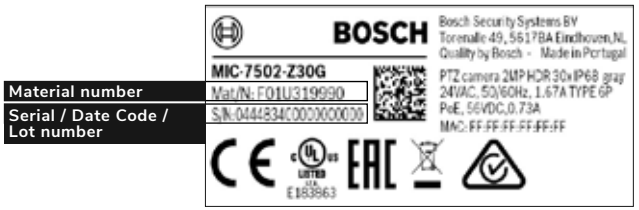
## DELIVERY ADDRESS

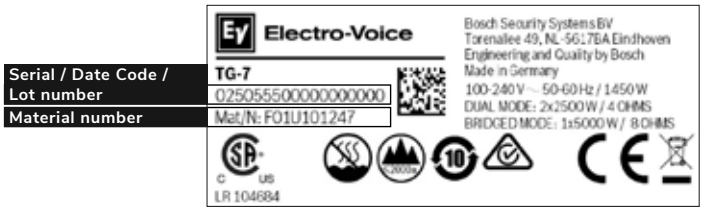
IF DIFFERENT FROM INVOICE ADDRESS

| | | | |
|---|---|---|---|
| Customer number | | | |
| Company | | | |
| Contact person | | | |
| E-Mail | | | |
| Phone | | | |
| Street, number | | | |
| Postal code | | City | |
| Country | | | |

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**PRODUCT LABEL** EXAMPLES




| ITEM | MATERIAL NUMBER<br>See Product Label Example | SERIAL / DATE CODE / LOT NUMBER<br>See Product Label Example | ORIGINAL PRODUCT COLOR | PREFERRED SERVICE LEVEL<br>Only available for products in the original color. The feasibility must be checked, and it's associated with additional costs. | DETAILED DESCRIPTION OF ERROR<br>Important | MISCELLANEOUS<br>MAC address, software licence, SSN, extension or upgrades information, reason for preferd service, product color | INVOICE NUMBER | YOUR REFERENCE OR PO NUMBER |
|---|---|---|---|---|---|---|---|---|
| 1 | | | Yes | None | | | | |
| 2 | | | Yes | None | | | | |
| 3 | | | Yes | None | | | | |
| 4 | | | Yes | None | | | | |
| 5 | | | Yes | None | | | | |
| 6 | | | Yes | None | | | | |
| 7 | | | Yes | None | | | | |
| 8 | | | Yes | None | | | | |
| 9 | | | Yes | None | | | | |
| 10 | | | Yes | None | | | | |

If transmitted by email, the Terms and Conditions for repairs and exchanges on page 3, and Conditions of Supply are accepted.

**DATE** 13. October 2026

**SUBMIT RMA REQUEST**

CLICK TO SUBMIT

FACE BOSCH DYNACORD Electro-Voice

## Terms and conditions for repairs and exchanges

**General**
The following conditions apply to all repairs and preparatory work such as inspections and cost estimates. In the case of repairs as part of a warranty claim/guarantee, they are supplementary to the terms of warranty.

If within the warranty/guarantee, KEENFINITY will exchange or repair a faulty device free of charge. If, within the scope of a warranty claim, the damage or defect is determined to be a result of misuse, incorrect application, inappropriate packaging, or an unauthorized repair attempt, warranty claims are excluded. This also affects any modifications to the device such as any painting or reconstruction. Any costs incurred and to be allocated shall be invoiced to the customer.

After submitting the RMA request, the customer will receive a confirmation with the RMA (Return Material Authorization) number by our ASA Service Desk. This number is valid for 30 days from the date of issue. The serial numbers, models, and number of devices sent to KEENFINITY must match the information provided in the RMA confirmation. Any discrepancies may lead to longer processing times and/or result in additional costs.

The customer is obliged to ensure that all stored data has been deleted or otherwise stored before handing over or sending in the device. Memory cards must be removed. KEENFINITY expressly points out that any data still stored may be lost during repair or service work.

**Shipping and transport costs**
The device will be collected and returned by a freight agency authorized by KEENFINITY. The customer must ensure that the RMA number is clearly visible on the package. Within the warranty, KEENFINITY assumes the costs for inbound and outbound shipping. Outside of the warranty, the transport costs are included in the repair price.

**Customs clearance, customs fees, and taxes**
Additional costs may be incurred when shipping to countries outside the EU (such as customs clearance, customs fees and taxes etc.) and must be paid by the customer.

**Packaging**
The device must be returned in packaging that is the same as or similar to the original packaging and is suitable for transport. In the case of exchange devices, you should ideally use the packaging of the exchange device. Please note: Any original packaging sent to KEENFINITY cannot be returned to the customer.

**Exchange devices**
In the case of an Advanced Exchange (AE), a replacement device will be shipped to the customer before the defective device is received by Keenfinity. Replacement devices are generally dispatched without accessories. You must not include accessories with the return (e.g. remote control, cable, external power supply etc). KEENFINITY is authorized to invoice the value of the advance exchange device to the customer if:

1. KEENFINITY has not received the faulty device within 21 days of the delivery of the advance replacement.
2. The faulty device is returned in a condition that does not meet the terms of the warranty.
3. The returned device does not match the specifications on the RMA.

Unless otherwise agreed, Replacement devices might not be updated to the latest SFOTWARE aor FIRMWARE version. Unless otherwise agreed, the latest version of any SOFTWARE or FIRMWARE is either included in the shipment or made available as download. The CUSTOMER is responsible to upgrade any SOFTWARE or FIRMWARE to the latest version or a lower version that might be required and appropriate for them.

If KEENFINITY receives the faulty device after the customer has been invoiced for the exchange device, KEENFINITY will invoice the customer a fee that depends on the invoice amount and return date.

**Repairs outside of the warranty/guarantee**
The customer will receive a RMA confirmation for repairs including details of a flat-rate price or an individual cost estimate. Both prices include transport costs, diagnostics, cleaning, necessary updates if required, repairs, spare parts, calibration, function test, and repair report. To place the order, the customer must sign this confirmation and send it by e-mail to KEENFINITY.

In order to create a cost estimate, interventions must be carried out on the device. In some circumstances, these interventions shall not be resolved if the repair order is not issued. The customer is not entitled to request that the device be restored to its original condition. Wherever possible, KEENFINITY will keep any modifications to a minimum. The flat-rate price for repairs does not apply if the device is beyond economical repair (the value of the repair exceeds the residual value of the device). In these exceptional cases, KEENFINITY reserves the right to adjust the flat-rate price in accordance with increased expenditure. The customer will be informed of this adjustment accordingly.

If our Terms and Conditions are not met (such as returning a faulty unit in the case of Advanced Exchange, void warranty, or when the repair is beyond economical repair), Keenfinity is authorized to invoice without a customer order.

**Charges**
If the customer does not confirm the cost estimate within 14 days or declines it, KEENFINITY shall return the device to the customer and charge a handling fee to cover the costs associated with the error analysis and transportation costs. A handling fee will also be charged if the device is to be scrapped at the KEENFINITY plant.

**Warranty for chargeable repairs**
The customer shall immediately notify KEENFINITY in writing of any defect in the repair service that has been discovered. In the event of damage to the device which has occurred during the repair, KEENFINITY is obliged and solely entitled to repair free of charge. If the repair is impossible or the cost of the repair exceeds the current value, KEENFINITY may instead provide compensation by paying the purchase price for a comparable device or, at its own discretion, by supplying a replacement or new device. The same applies in the event of loss.

The warranty extends exclusively to the repair work carried out. Further claims other than those regulated here are excluded. Furthermore, the claims for defects shall not exist if the defect is based on a circumstance attributable to the customer or is irrelevant to his interests.

The customer‘s claims for defects shall become time-barred after 3 months starting with the delivery of the repaired device.

**Liability**
KEENFINITY is liable for damages and compensation for futile expenditure within the meaning of § 284 BGB (German Civil Code) (hereinafter referred to as „damages“) for breach of contractual or non-contractual obligations only:
- in case of intent or gross negligence,
- in case of negligent or intentional injury to life, body or health,
- in case of negligent or intentional violation of essential contractual obligations,
- due to mandatory liability according to the product liability law, or
- due to other mandatory liability.

However, damages for the breach of material contractual obligations shall be limited to the foreseeable damage typical of the contract, unless caused by intent or gross negligence or based on liability for injury to life, body or health or the assumption of a quality guarantee.

Any further liability for compensation for damages other than that provided for here is excluded, irrespective of the legal nature of the claim asserted. This applies in particular to claims for damages arising from culpa in contrahendo, other breaches of duty or claims in tort for compensation for property damage in accordance with § 823 BGB.

Insofar as liability for damages against KEENFINITY is excluded, this shall also apply with regard to the personal liability for damages of the management, employees, representatives and vicarious agents of KEENFINITY.

**Applicable law and place of jurisdiction**
All legal relations between KEENFINITY and the customer shall be governed exclusively by German law, excluding the conflict of laws provisions and the United Nations Convention on Contracts for the International Sale of Goods (CISG).

The place of jurisdiction is Munich (for local court proceedings the local court in 81737 Munich). KEENFINITY shall also be entitled to bring an action before a court having jurisdiction over the registered office or a branch office of the customer.