

VICI DBS RETURN FORM

Procedure for Returning VICI DBS Products

Dear Valued Customer:

If you have a requirement to return products to VICI for maintenance and/or repair, please note the following important requirements:

- The completed form (next page) must be sent to VICI for approval before an RMA-No. (Return Number) can be issued. If you are located in Europe, Asia, Africa or Australia, please send the document to techsupport@vicidbs.com. If you are located in North or South America, please send the document to techsupportusa@vicidbs.com.
- All returned products must be accompanied by a completed return form.



GENERATOR

- Make sure that the instrument is completely drained.
- Place the plug (supplied with the unit) on the Hydrogen vent at the rear of the unit. Close the water tank with the cap.
- Use the ORIGINAL packing material. The generator should be transported in an upright position; place upside markings at outside of the box.



CELL

The cell must always stay wet. Plug the hydrogen outlet. Fill the cell with deionized water and close it with a tube.



ELECTRONIC BOARD

Electronic boards must be packed into an ESD bag.



www.vicidbs.com

VICI AG International
Parkstrasse 2
CH-6214 Schenkon
Switzerland
Phone: +41 41 925 67 20
Fax: +41 41 925 62 01
E-mail: techsupport@vicidbs.com

VICI DBS USA
7255 Langtry Street
Houston, TX 77040
USA
Phone: +1 713-263-6970
Fax: +1 832-565-9790
E-mail: techsupportusa@vicidbs.com

All products returned to VICI AG for repair or evaluation must be accompanied with this completed form. It is a mandatory requirement to use the correct custom code and product value provided by VICI AG, on the relevant transport pare. Failure to adhere to this requirement may result in the returning party incurring additional costs.

Additionally, VICI reserve the right to reject any suspicious packages or those with incomplete documentation. Please attach the fully completed form on the outside of the package and return to:

VICI AG International

Attn: RMA#
Parkstrasse 2
CH-6214 Schenkon
Switzerland

VICI DBS USA

Attn: RMA#
7225 Langtry Street
Houston, TX 77040
USA

EQUIPMENT

Part Number: Serial Number:
Failure Description:

I confirm that the product(s) is/are not contaminated with any dangerous substances.

Chemical, biological, explosive, or radioactive: (please confirm)

CONTACT INFORMATION

Company Name
Address
City State/Province Postal Code

Contact Name Contact Email

Date (DD/MM/YYYY) Signature