

## SENDING DEVICES FOR WARRANTY

Customer is obliged to deliver the devices on the following FIBARO Service address:

*Fibar Group S.A.  
Serdeczna 5 Street  
62-081 Wysogotowo  
POLAND  
with an additional note "Service"*

Each device sent for warranty fix or replacement should be accompanied by:

- copy of the invoice or receipt issued to end customer
- filled out RMA form, separate one for each returned device.

Devices delivered without the above-mentioned documents will not be serviced until the requested documents are delivered. Failure to comply with this procedure will result in returned devices being sent back to sender, at his expense.

If you live outside the European Union, then anything that you will send us will be subject to import duties. To avoid complicated customs procedures additional document is required – proforma invoice (with the registration number), containing the following information:

- list of all the devices in a package,
- declaration that all devices are damaged and returned to manufacturer,
- total value, of all devices included in a package, of not more than EUR 22.00,
- information that this value is for customs only.
- the cost of sending a parcel to Poland (required by the customs office)

All packages that will be sent from outside the European Union without proforma invoice issued as described above, will be held by customs and we will not be able to actually receive them.

When sending an RMA parcel to Poland, we recommend using courier. We do not recommend sending RMA packages via local mail. This will cause problems with picking up the package from the customs office. The package will be returned to the sender.