

RMA Form

The RMA repair request form is used for return of wrongly delivered goods (returns) or defective within and outside the warranty. Without RMA form no products shipments will be accepted!

Please note that we do not repair devices that are out of warranty.

1. Return of defective merchandise within and outside warranty:

The item is packed safely and to be marked with "Fragile".

Place with each returning product a completed RMA form and a copy of the invoice, or the invoice itself.

We offer a 3 year warranty on our products from delivery date. The manufacturer's warranty applies to purchased products. Repair costs from third-party manufacturers will be charged to the customer. We give a six-month guarantee on batteries and rechargeable batteries.

Self-caused damage or damage caused by external influences are excluded. Self-caused damage or damage caused by external influences are excluded. If a notification of defects is unjustified, we are entitled to demand a service charge of 50 EUR/GBP per unit from our Carephone range, our NurseCall system or mobile alarm device and 12,50 EUR/GBP per peripheral.

2. Return wrongly delivered goods / return:

Goods in the original packaging must be repackaged. Please make sure that the original packaging is not labelled or glued. The carton must be marked with "Fragile".

An appliance carton is not an outer carton!

Place with each returning product a completed RMA form and a copy of the invoice, or the invoice itself. Opened or not in original packaging products can't be taken back. The return of wrongly delivered goods can be carried out up to max. 3 weeks after delivery.

TeleAlarm will bill one-time processing fee equal to 15% of the original invoice amount, with a minimum 30,00 EUR/GBP for return claims which are none of our fault. A settlement of returning with outstanding invoices can't be made.

3. Conditions of return

Please note that only disinfected and cleaned devices/accessories can be processed. Otherwise, complaints will be rejected and returned at your expense.

The costs will amount to EUR/GBP 25.00 per delivery.

Furthermore, devices must be removed from the cloud before they are sent in for complaint.

TeleAlarm reserves the right to charge a service fee of EUR/CHF 5.00 for each device that is not removed.

4. After respecting the points listed send the goods to the following address:

TeleAlarm Europe GmbH

c/o After-Sales-Service
Hertzstr. 2
04329 Leipzig
Germany

5. Free-of-charge returns via FedEx: You can have the goods picked-up by FedEx free of charge. Please pack the goods like described under items 1/ 2 or 3 and request a FedEx shipping document via orders@telealarm.com. When doing so, please provide the pick-up address, the gross weight of the package(s) as well as the number of packages. In order to arrange for pick-up, please use the FedEx website.

<https://www.fedex.com/en-gb/shipping/schedule-pickup.html>

Please contact us for more numbers.

Each FedEx shipping document can only be used once!

Any packages us sent to us freight forward cannot be accepted.

Please contact orders@telealarm.com with any questions.

On the bottom right of the website you can customize the country of origin and the language.

