

Support and Repair Procedure

1. Contact Asyрил through our web site (<http://asyril.com/en/asyril/support.html>) or directly to support@asyril.com with the following information:
 - a. Product model
 - b. Product serial number
 - c. Description of failure and troubleshooting performed to isolate cause
 - d. Contact name
 - e. Contact company
 - f. Contact phone, e-mail and address
2. Our support office will contact you to determine whether the product is defective and determine the kind of support you require.
3. In case of defect an RMA* number will be issued. It has then to be clearly indicated on the package and in any further communication.
4. The product has to be correctly packed, if possible in its original package. Asyрил cannot be taken as responsible for any damage that would occur during the shipment.
5. Ship the product to:

Asyрил SA

ATTN: RMA SAV-ASYRxxxxxx-xx (note here the RMA number)

Z.I. du Vivier 22

1690 Villaz-St-Pierre

SWITZERLAND

+41 26 653 71 90

Please indicate your return mailing address on the shipment!

6. The organization and costs of the shipment to Asyрил are in charge of the customer.
7. If the repair is under warranty, Asyрил will take in charge all repair and return costs
8. In case the repair is not covered by the warranty, a quote will be sent to you. The repair will start as soon as we get your order confirmation. All costs of the repair and shipment will then be invoiced to the customer.
9. For any question regarding your case, please indicate the RMA number as a reference.

* RMA = *Return Merchandise Authorization*