

Support and repair procedure

1. Contact Asyril through our web site 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 or the kind of support you might 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. Asyril cannot be taken as responsible for any damage that would occur during the shipment.
5. Ship the product to:

Asyril SA
ATTN: RMA SAV-ASYRxxxxxx-xx (note here the RMA number)
Z.I. du Vivier 22
1690 Villaz-St-Pierre
SWITZERLAND
+41 26 653 7190

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

* RMA = *Return Merchandise Authorization*