

RMA conditions

Repair request process for your Eltex product

To request a repair for your Eltex product, please follow our RMA (Return Material Authorization) process.

You must provide the original item number along with the serial number. If you are unsure where to find this information, our FAQ section will help you. The RMA conditions are also available for download there.

Once we have received your product, Eltex will check whether a repair is possible and inform you of the corresponding costs. These costs are binding for both parties once the product has arrived at Eltex.

Please note that shipping to Eltex is always at your expense, while return shipping from Eltex to you is free of charge within the EU. A cost contribution will be charged for returns outside the EU.

For measuring instruments, calibration costs are always included in the repair costs.

Eltex provides a 3-month warranty on repaired products.

Eltex ensures a transparent and efficient process with no hidden fees, making repairs easy and reliable.

RMA procedure

Go to www.eltex.de Menu item: Repair

Step 1: Fill out the return form

Step 2: Send the defective product with the return number. Once the goods have been received, the repair will be carried out automatically.

The repair will be carried out at the price stated on the return form.

By sending the items to Eltex, you agree to the stated price and terms and conditions.

The repair price quoted is valid for two months.

Step 3: You will receive the repaired items back together with the invoice

Once the repair is complete, the product will be shipped within five business days. If the item needs to be replaced with a new item, this may take up to 15 business days.