

AFTER SALES PROCESS



# Warranty Period

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**The brands distributed and sold by Befuzze have a 2 years warranty**



**Batteries and accessories have a 6 months warranty**



**This warranty applies starting at the date of the end user purchase + a maximum of 6 months**

Eg: either 30 months or 12 months after the partner purchase.



**This can be applicable only through a purchase's proof**



**The product number contains all info allowing to check the warranty validity**

# Under Warranty products

## PROCESS

- It is highly recommended that The Partner or End-Users have called the hotline before any return
- Before requesting a return, the partner has to make sure he has all following information (Serial number / IMEI of the device / Product reference (model) / Type of failure / Date of purchase / Purchase ticket / receipt (from end-user))
- On a monthly basis, the partner can enter the website <http://rma.befuzze.com> to obtain a return Authorization number and RMA document

## PRODUCT TREATMENT

- For all products, Befuzze will control and check the default as well as will make sure the product is not related to any exclusion previously mentioned.
- In case of default a credit note will be issued
- The partner has no right to deduct any after sales amount without credit note
- In case the product is not damage, then the partner can collect the products within 30 days before destruction
- A service fee of 10€ / product will be charged for the tests and administrative tasks, when the products is not defective

## OPENING MISSING ACCESSORY

- In case where there is a missing accessory at the opening, the partner can ask for it at the following email address : [rma@befuzze.com](mailto:rma@befuzze.com)

## DELIVERY COSTS

- Shipping cost from Partner to Company are supported by the Partner.
- Shipping cost from Company to the Partner are supported by the Company

# Guidelines

- Hotline service should have been called first to avoid any non eligible return
- You must make sure that the product default reason is not listed in the WARRANTIES EXCLUSIONS
- Product must come into its box with all accessories and the purchase invoice copy - Any product that arrives INCOMPLETE at the after-sales service, will be systematically rejected.
- The RMA document must be SENT WITH the products and MUST be visible on the carton box, if not it will be systematically rejected.
- The generated RMA document is valid for 15 WORKING DAYS.
- The Partner should send the products at its own cost.
- Each product which is not defective will be charged at 10€ for the tests and administrative tasks.
- Any deduction will not be accepted, in case of disagreement, information must be sent for claim.

# Warranty exclusions

Are excluded of this contract, the problem directly or indirectly related to the following circumstances.

- defects or damage resulting from accident, misuse, abnormal use, abnormal conditions, improper storage, exposure to liquid, moisture, dampness, sand or dirt, neglect, or unusual physical, electrical or electromechanical stress;
- scratches, dents and cosmetic damage.
- defects or damage resulting from excessive force or use of a metallic object when pressing on a touch screen;
- equipment that has the serial number or the enhancement data code removed, defaced, damaged, altered or made illegible;
- ordinary wear and tear;
- default of warranty proof
- defects or damage resulting from the use of Product in conjunction or connection with accessories, products, or ancillary/peripheral equipment not furnished or approved by the brand;
- defects or damage resulting from improper testing, operation, maintenance, installation, service, or adjustment not furnished or approved by the brand, including but not limited to installation of unauthorized software and unauthorized root access, both of which shall void this limited warranty;
- defects or damage resulting from external causes such as collision with an object, fire, flooding, dirt, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse, or improper use of any electrical source;
- defects or damage resulting from cellular signal reception or transmission, or viruses or other software problems introduced into the Product
- This Standard Limited Warranty covers batteries only if battery capacity falls below 80% of rated capacity or the battery leaks, and this Standard Limited Warranty does not cover any battery if
  - the battery has been charged by a battery charger not specified or approved by the brand for charging the battery;
  - any of the seals on the battery are broken or show evidence of tampering; or
  - the battery has been used in equipment other than the brand device for which it is specified.

# CONTACTS

Espagne / Italie

ZABATEL

C/ Segundo Izpizua,11 bajo

20002 DONOSTIA-SAN SEBASTIAN

[rma@befuzze.com](mailto:rma@befuzze.com)

+34 518 888 855

France:

SME Services

9 Avenue des 15 ponts

16120-Châteauneuf-sur-Charente

[rma@befuzze.com](mailto:rma@befuzze.com)

+33 972 356 929



HOTLINE

# End User Hotline Services

## Hotline TELEFUNKEN :

France : 0892 705 044 (0,45€/min) - [helpdesk@befuzze.com](mailto:helpdesk@befuzze.com)

Italie : +39 01 871 889 008 - [helpdesk-it@befuzze.com](mailto:helpdesk-it@befuzze.com)

Espagne: +34 518 888 855 (0,12€ the call + 0,04€/min) - [helpdesk-es@befuzze.com](mailto:helpdesk-es@befuzze.com)

## Hotline MOTOROLA :

France: +33 170 700 859

Belgium: +32 25 887 046

Email : [motorola-mbp@tdm.de](mailto:motorola-mbp@tdm.de)

FAQ : <https://motorolastore.support/fr>

## Hotline OMRON :

France : +33 156 637 000

Email : [consommateurs@eu.omron.com](mailto:consommateurs@eu.omron.com)

FAQ : <https://www.omron-healthcare.com/fr>



# TOOLS



# How to create a RMA

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A RMA well done, makes you save time and money

A RMA,  
will be refused if:



There is no proof of purchase attached



The product is not complete



The product is not sold by Befuzze

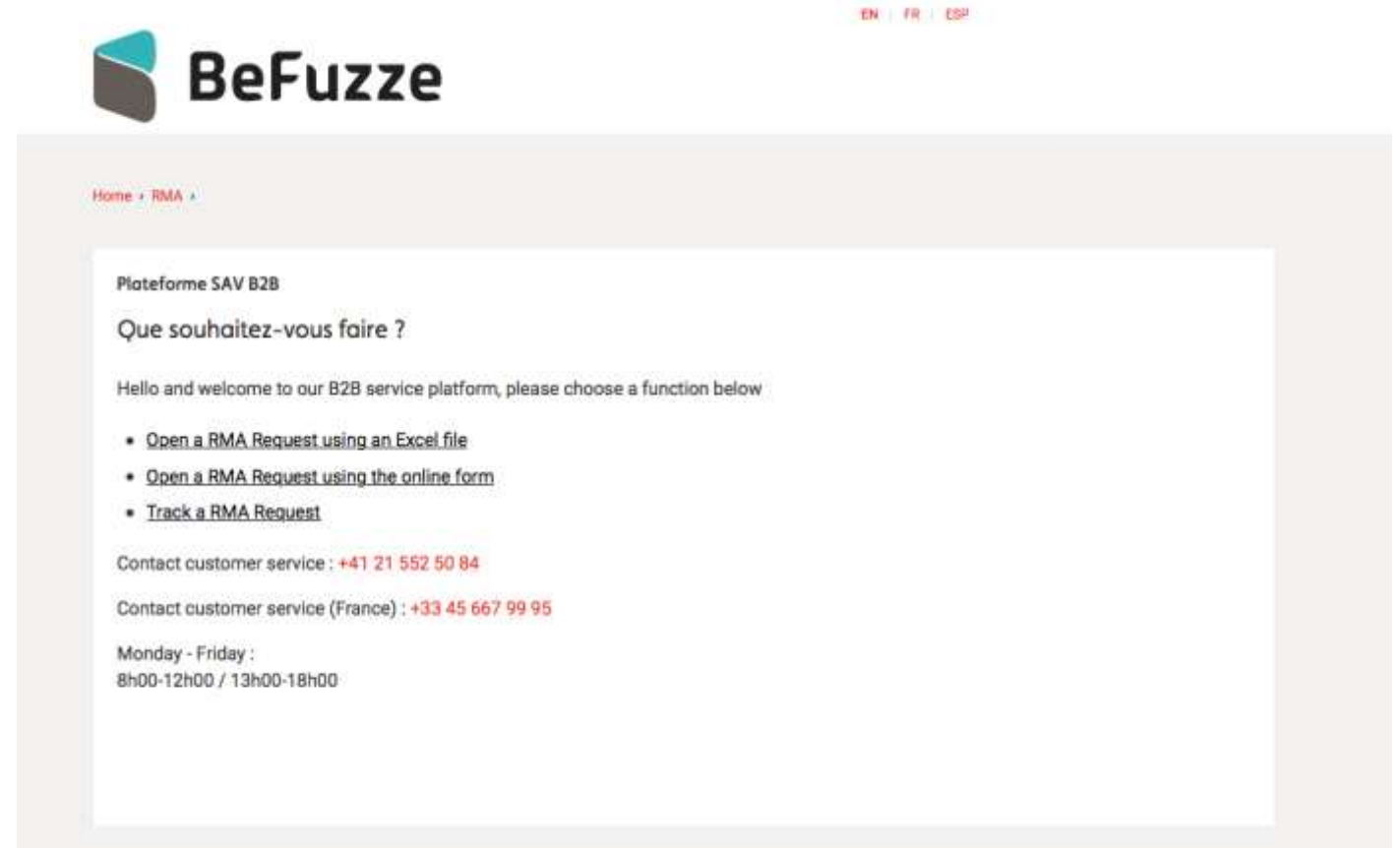


The product is uncovered by the warranty guidelines

# How to proceed?

Go on <http://rma.befuzze.com>

Different options are offered to fill your request.



The screenshot shows the BeFuzze website interface. At the top right, there are language selection links: EN | FR | ESP. The BeFuzze logo is prominently displayed on the left. Below the logo, a breadcrumb trail reads "Home > RMA >". The main content area is titled "Plateforme SAV B2B" and asks "Que souhaitez-vous faire ?". It includes a welcome message: "Hello and welcome to our B2B service platform, please choose a function below". Three main options are listed with bullet points: "Open a RMA Request using an Excel file", "Open a RMA Request using the online form", and "Track a RMA Request". Contact information is provided: "Contact customer service : +41 21 552 50 84" and "Contact customer service (France) : +33 45 667 99 95". Operating hours are listed as "Monday - Friday : 8h00-12h00 / 13h00-18h00".

## Open a RMA request using an Excel file

Click on « Open a RMA request using an excel file »

Then click on « Download template Excel template »

An excel template named « Befuzze RMA Request Form » is downloaded

### RMA Request

#### RMA Process

- Download template [Excel template](#)
- Please fill all fields below (Part Number column can be an EAN code, a Befuzze reference, or a supplier reference)
- Complete the form below
- Send your file

#### Your reseller information

Your internal service number SAV

Company

E-mail

Firstname

Lastname

Phone



## Open a RMA request using an Excel file

Return to the page «Open a RMA request» and complete your reseller information.

### RMA Request

### RMA Process

- Download template [Excel template](#)
- Please fill all fields below (Part Number column can be an EAN code, a Befuzze reference, or a supplier reference)
- Complete the form below
- Send your file

### Your reseller information

Your internal service number SAV

Company

E-mail

Firstname

Lastname

Phone

## Open a RMA request using an Excel file

Join the previously recorded excel file and then click on «SEND»

### Your reseller address

Street & No.

City

Zip

Country

### Products List

aucun fichier sél.



## Open a RMA request using the online form

Click on «Open a RMA request using the online form» and complete the field below.

### RMA Request

#### Your reseller information

Your internal service number SAV

Company

E-mail

Firstname

Lastname

Phone

#### Your reseller address

Street & No.

City

Zip

Country

#### Products List

## Open a RMA request using the online form

Fill in the empty field:

- Befuzze article reference
- Quantity
- Serial number
- Date of Purchase
- Date of Return
- Reason for return
- Comments

Then click on "SEND" and access to the DEM summary

### Products List

#	Product	Quantity	Serial	Date of purchase	Date of return	Reason for return	Brand new (Y/N)	Comment
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="DOA"/>	<input type="checkbox"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="DOA"/>	<input type="checkbox"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="DOA"/>	<input type="checkbox"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="DOA"/>	<input type="checkbox"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="DOA"/>	<input type="checkbox"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="DOA"/>	<input type="checkbox"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="DOA"/>	<input type="checkbox"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="DOA"/>	<input type="checkbox"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="DOA"/>	<input type="checkbox"/>	<input type="text"/>
10	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="dd/mm/YY"/>	<input type="text" value="DOA"/>	<input type="checkbox"/>	<input type="text"/>

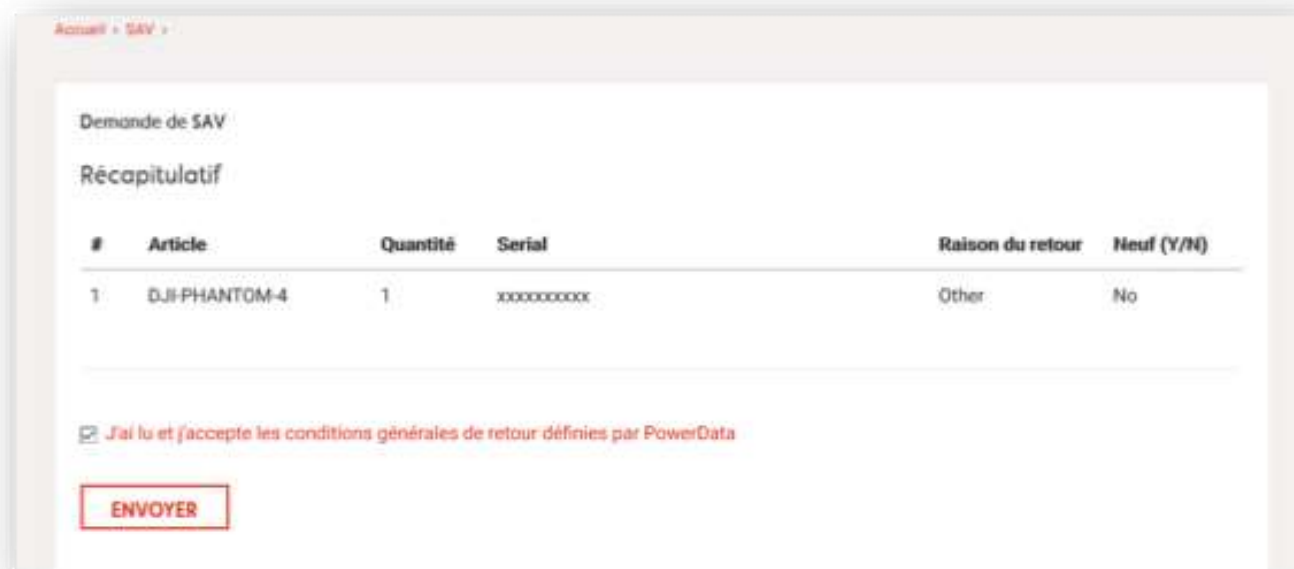
SEND

## Open a RMA request using the online form

The details of the RMA request are displayed on the screen.

Check the box to accept Befuzze's return conditions.

Then confirm your application and click on « SEND ».



Accueil > SAV >

Demande de SAV

Récapitulatif

#	Article	Quantité	Serial	Raison du retour	Neuf (Y/N)
1	DJI-PHANTOM-4	1	XXXXXXXXXX	Other	No

J'ai lu et j'accepte les conditions générales de retour définies par PowerData

**ENVOYER**



## Open a RMA request using the online form

You will receive a confirmation email with your DEM attached that you will have to send with the product.

Carefully keep the DEM reference to follow the progress of your file.



## Open a RMA request using the EDI

- To have access to a SAV treatment via EDI, we invite you to contact your key account manager with your request.
- Then we create a customer account that will allow you to send files to our FTP server. For retailers, this account allows to centralize all SAV requests for all stores.
- The uploaded files must be csv, xls or xlslx .
- Each file can contain as many lines as you want, each line will create a SAV folder.
- The expected information is the same as for the one for the online form (Befuzze article reference, Quantity, Serial number, Date of Purchase, Date of Return, Reason for return, Comments)
- Files filed are processed during the day and you will receive an email confirming the correct treatment or any errors encountered.
- We can also send you the file by email or FTP with SAV folders references.

How to check on a status of a  
file?

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## Track a RMA request

On the first page, you have the possibility to check the status of a file with your RMA reference.



[EN](#) | [FR](#) | [ESP](#)

[Home](#) > [RMA](#)

Plateforme SAV B2B

Que souhaitez-vous faire ?

Hello and welcome to our B2B service platform, please choose a function below

- [Open a RMA Request using an Excel file](#)
- [Open a RMA Request using the online form](#)
- [Track a RMA Request](#)

Contact customer service : [+41 21 552 50 84](#)

Contact customer service (France) : [+33 45 667 99 95](#)

Monday - Friday :

8h00-12h00 / 13h00-18h00



## Track a RMA request

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Click on « Check the status of a file».

Then fill your RMA reference and click on «SEND».

Suivre un dossier

Numéro de dossier

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**ENVOYER**



## Track a RMA request

The page displays all the information concerning your RMA :

- Reseller information
- Status records
- Details treatment
- Befuzze documents
- The different attachments

Créer un dossier

Numéro de dossier

Vos informations revendeur

Dossier	00000000000000000000000000000000
Statut	Créé
Numéro interne de dossier SIR	00000000000000000000000000000000
Rue & n°	00000000000000000000000000000000
NPA	00000
Ville	000000
Pays	00000
Sexe	-
Prénom	-
Email	00000000000000000000000000000000
Téléphone	00000000000000000000000000000000

Historique des statuts

#	Date	Statut
1	2017-03-13 11:40:14	Créé
2	2017-03-13 11:40:14	Créé

# How to modify a file?

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## Modify a RMA request

On the first page, you have the possibility to modify a file with your RMA reference.

### Module SAV

#### Que souhaitez-vous faire ?

A compter de ce jour, PowerData ne prendra plus en charge les cas de bracelets cassés Jawbone. Ce cas d'usure du bracelet ne peut être couvert par la garantie, nous vous invitons à prendre contact avec la hotline de la marque : <https://help.jawbone.com>  
Pour les produits Iris, veuillez procéder en direct avec le fabricant :  
<http://www.irislink.com/EN-US/c1323/Technical-Support—IRIS—Official-Site.aspx>

- [Ouvrir un dossier SAV via Excel](#)
- [Ouvrir un dossier SAV par le formulaire en ligne](#)
- [Interroger le statut d'un dossier](#)
- [Modifier un dossier](#)

## Modify a RMA request

Click on « Modify a file ».

Enter your RMA reference, join the attachment and click on « SEND ».

### Envoyer une pièce jointe

Numéro de dossier

Fichier à transférer

Aucun fichier choisi

What are the return  
conditions?

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# Return conditions

Each return consignment must include.:

- ✓ The RMA document visible on the carton box
- ✓ The purchase invoice or the receipt
- ✓ The description of the problem
- ✓ The complete product with all accessories

Then we apply the appropriate diagnostic and apply a credit note

The company can, at any time, decide to swap the defective products instead of sending a credit note.



**BeFuzzze**