

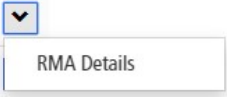



## RMA Returns Procedure

### Important

**Acceptance clause:** I accept that any repair work outside of warranty issues will only begin when a quote & Purchase Order have been sent/received to cover all repair costs. An admin fee for the inspection will apply if no fault is found or repair is not carried out.

1. Select 
2. Confirm your details, select 
3. Press the down arrow icon and select 'RMA Details' 
4. Select 
5. For each item complete the form detailing as much as possible selecting Submit for each.

Part Number \*


Serial Number \*



Description of Fault \*

Your PO/Ref

Date of PO

Quantity \*



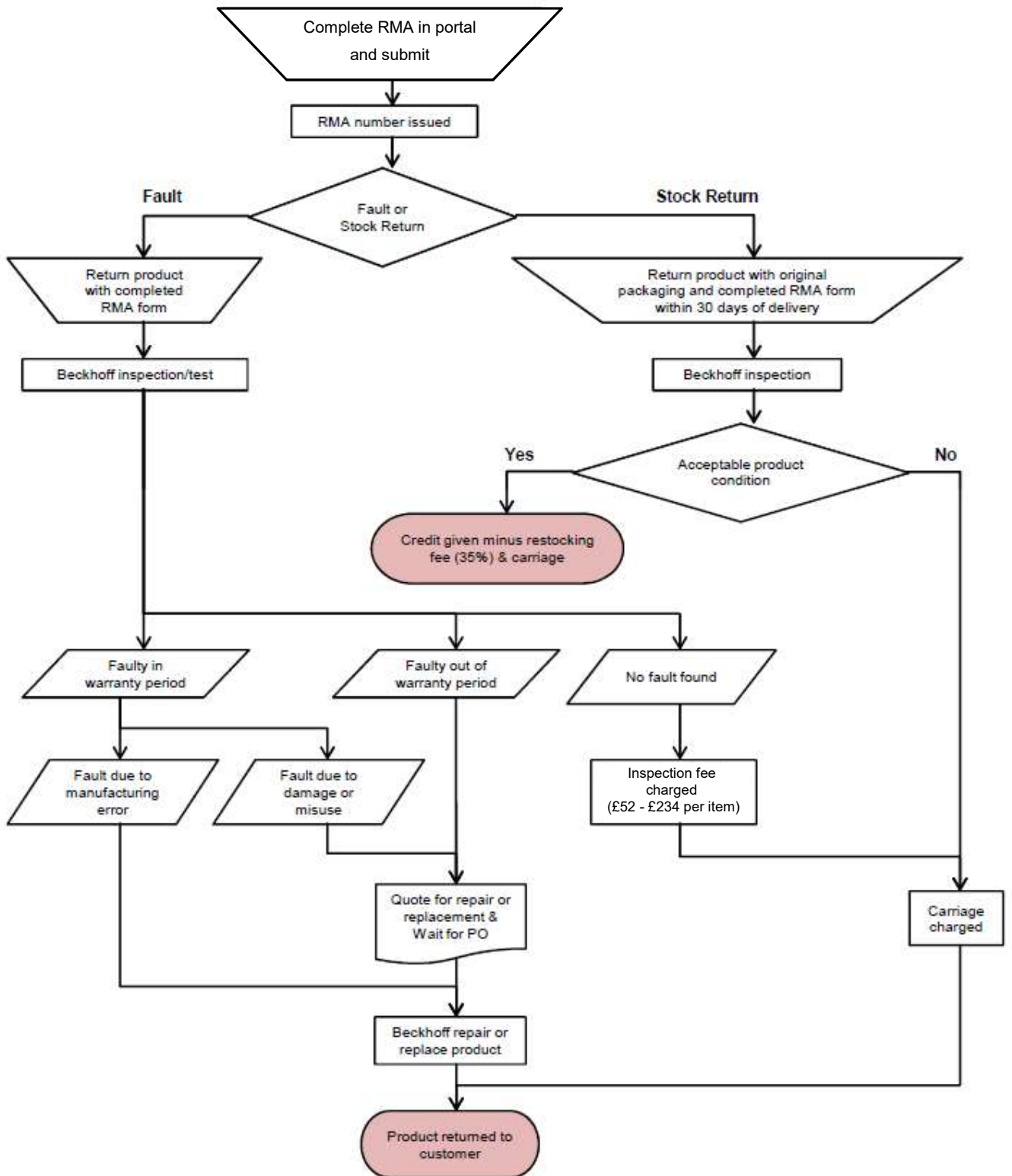
6. Please select Save if you need to return back to the site and complete later. Or Select Submit to register your return(s).  
7. When authorised you will receive an email and update under 'RMA Details' to 'Not Yet Received'.
8. Further updates regarding the returns can be found in 'Item Status'

Item Status

Not Yet Received

Beckhoff Automation Ltd  
 RETURNS DEPT  
 The Boathouse,  
 Station Road  
 Henley on Thames  
 RG9 1AZ

Phone: +44 (0)1491 410539  
 Fax : +44 (0)1491 577267  
 E-Mail: returns@beckhoff.com  
 www.beckhoff.co.uk  
 Company Reg: 3597998



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**RMA Test Fees**

<b>Description</b>	<b>Product</b>	<b>Test Fees</b>
<b>Motion</b>		
AGxxxx	Planetary Gearboxes	£143
ALxxxx	Linear servo motors	£143
AMxxxx	Synchronous servo motors	£169
AS10xx	Stepper motors	£78
AT20xx	XTS motor modules	£143
AT9xxx	XTS movers & guide rails	£104
AX2xxx, AX5xxx	Digital compact servo drives	£208
AX57x, AX58xx	AX5000 encoder option cards	£91
AX59xx	AX5000 bridge-power-distribution-module	£65
AX8xxx	AX8000 multiple axis module	£117
<b>IPC</b>		
Cxxxx	Industrial-PC	£156
CPxxxx	Control Panels	£156
CUxxxx	Industrial PC accessory	£52
CX10xx-xxxx	Embedded PC CX100x	£156
CX11xx-0xxx	Embedded PC power supply / USV-module	£104
CX1xxx-Nxxx, CX15xx	Embedded PC system & fieldbus interfaces	£65
CX20xx	Embedded PC CX20xx	£156
CX21xx	Embedded PC CX2000 power supply unit	£104
CX25xx	Embedded PC CX2000 system modules	£65
CX5xxx	Embedded PC CPU-base module	£156
CX8xxx, CX9xxx	Embedded PC CPU base module	£104
<b>IO</b>		
BCxxxx	Bus terminal controller	£117
BKxxxx	Standard bus couplers	£78
BKxxxx	Economy bus couplers	£39
BXxxxx	Bus Terminal Controller	£78
EL/ES3xxx, EL/ES4xxx, EL/ES5xxx, EL/ES6xxx, EL/ES9xxx	Standard Function terminals	£39
EL/ES7xxx	Motion terminals	£78
EL6900, EL6910, EL1904, EL1918, EL2904. EL2911	TwinSAFE terminals	£104

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[www.beckhoff.co.uk](http://www.beckhoff.co.uk)

Company Reg: 3597998

**BECKHOFF**

EJ1xxx, EJ2xxx, EJ3xxx, EJ4xxx	Standard EJ Terminals	£52
EJ7xxx	EJ Motion Terminals	£78
EJ8750	Distribution Board	£195
EJ9xxx	System terminals	£52
EJ95xx	Motion terminals	£78
EMxxxx	EtherCAT-Module	£78
EPxxxx, EQxxxx, ERxxxx, EPPxxxx	EtherCAT & EtherCAT P Box	£65
EPIxxxx, ERIxxxx	IO-Link boxes	£65
ET2xxx	Industrial Ethernet multi-channel probe	£234
ET94xx	EtherCAT conformance test tool	£117
FB1111	EtherCAT piggyback controller boards	£39
FCxxxx, FMxxxx	PC Fieldbus cards & modules	£78
IExxxx, ILxxxx, IPxxxx	Fieldbus extension & coupler boxes	£65
KL/KSxxxx	Standard function terminals	£39
KLx904	TwinSAFE terminals	£104

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