

IHP Return Material Authorization (RMA)

Before you return an item, please contact our technical support team. They will help to define if the issue can be solved over the phone. Explain in detail how the item is used (temperatures, medium, mounting/unmounting, environment, frequency of use, etc.) and what is the issue and your observations. Pictures are also welcome.

If you still need to make a return, you must first fill out this Return Material Authorization (RMA) form and send it to us in order to get an RMA number. This applies to items that are incorrect, faulty, or damaged in transit. We also offer a full repair service for our customers.

When writing the RMA form, please be as specific as possible about the problem, including any pertinent application details. The more information given, the more quickly and more thoroughly the problem can be solved.

The minimum information required is:

1. The Full IHP Order Confirmation Number/ Invoice Number
2. The Full IHP Product Number
3. Quantity of units being returned
4. A description of the problem ("faulty" or "unknown" is not sufficient)

Please fill in and send to: info@ihp.se

IHP contact:

Name	
Telephone	
E-mail	

RMA (IHP claim) Project Number	
Original IHP order confirmation number/invoice number	
Product number	
Quantity	

Describe the reason for returning the part to IHP. Describe your observations:
(If more than one item is returned be sure to describe all of them individually)

Describe how the item is used (temperatures, medium, mounting/unmounting,
environment, frequency of use, etc.) Pictures are also welcome.

Date of sending back the item to IHP	
Your name	
Your email	

Remember to put a copy in the package also.

The package can be sent to:

IHP AB
Hällebergsvägen 5
44360 Stenkullen
Sweden