

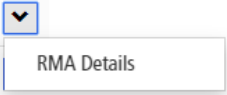



RMA Returns Procedure

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 *



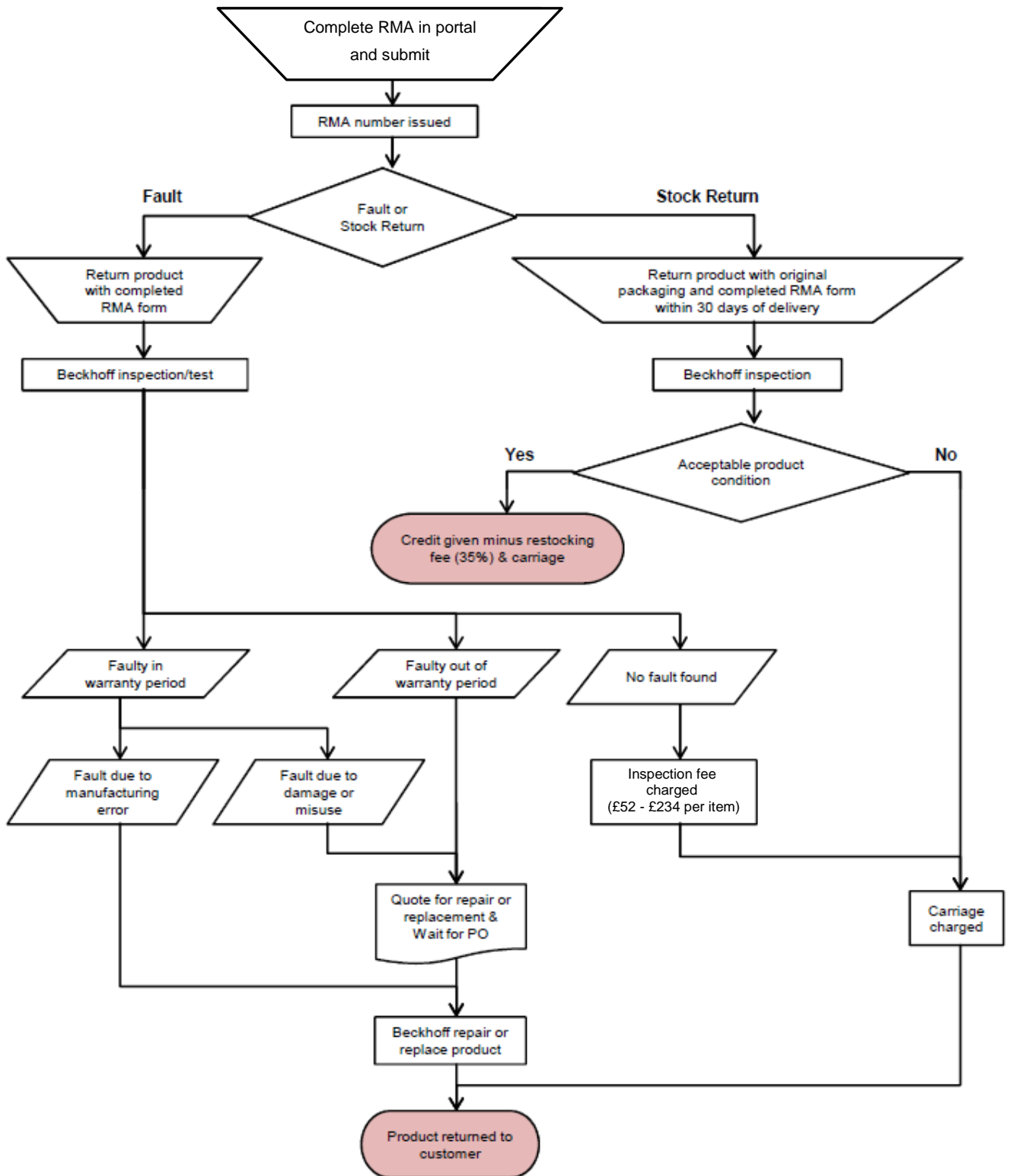
6. Please select Save if you need to return back to the site and complete later. Or Select Submit to register your return(s).  
7. When authorised you will receive an email and update under 'RMA Details' to 'Not Yet Received'.
8. Further updates regarding the returns can be found in 'Item Status'

[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: returms@beckhoff.com
www.beckhoff.co.uk
Company Reg: 3597998



RMA Test Fees

Description	Product	Test Fees
Motion		
AGxxxx	Planetary Gearboxes	£132.00
ALxxxx	Linear servo motors	£132.00
AMxxxx	Synchronous servo motors	£154.00
AS10xx	Stepper motors	£77.00
AT20xx	XTS motor modules	£132.00
AT9xxx	XTS movers & guide rails	£99.00
AX2xxx	Digital compact servo drive	POE
AX5xxx	Digital compact servo drive	£187.00
AX57xx, AX58xx	AX5000 encoder option cards	£88.00
AX59xx	AX5000 bridge-power-distribution-module	£60.50
AX8xxx	AX8000 multiple axis module	£110.00

IPC		
Cxxxx	Industrial-PC	£143.00
CPxxxx	Control Panels	£143.00
CUxxxx	Industrial PC accessory	£49.50
CX10xx-xxxx	Embedded PC CX100x	£143.00
CX11xx-0xxx	Embedded PC power supply / UPS module	£99.00
CX1xxx-Nxxx, CX15xx	Embedded PC system & Fieldbus interfaces	£60.50
CX20xx	Embedded PC CX20xx	£143.00
CX21xx	Embedded PC CX2000 power supply unit	£99.00
CX25xx	Embedded PC CX2000 system modules	£60.50
CX5xxx	Embedded PC CPU-base module	£143.00
CX7xxx, CX8xxx, CX9xxx	Embedded PC CPU-base module	£99.00
CX9xxx-A/Nxxx	Embedded PC system interface	£60.50

IO		
BCxxxx	Bus terminal controller	£110.00
BKxxxx	Standard bus couplers	£77.00
BKxxxx	Economy bus couplers	£38.50
BXxxxx	Bus Terminal Controller	£77.00
EKxxxx	EtherCAT couplers	£77.00
EL/ES3xxx, EL/ES4xxx, EL/ES5xxx, EL/ES6xxx, EL/ES9xxx	Standard Function terminals	£38.50

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BECKHOFF

EL/ES7xxx	Motion terminals	£77.00
EL6900, EL6910, EL1904, EL1918, EL2904. EL2911	TwinSAFE terminals	£99.00
EJ1xxx, EJ2xxx, EJ3xxx, EJ4xxx, EJ5xxx, EJ6xxx, EJ9xxx	Standard EJ Terminals	£49.50
EJ7xxx	EJ Motion Terminals	£77.00
EJ8750	Distribution Board	£176.00
EJ95xx	Motion terminals	£77.00
EMxxxx	EtherCAT-Module	£77.00
EPxxxx, EQxxxx, ERxxxx, EPPxxxx	EtherCAT & EtherCAT P Box	£60.50
EPIxxxx, ERIxxxx	IO-Link boxes	£60.50
ET2xxx	Industrial Ethernet multi-channel probe	£209.00
ET94xx	EtherCAT conformance test tool	£110.00
FB1111	EtherCAT piggyback controller boards	£38.50
FCxxxx, FMxxxx	PC Fieldbus cards & modules	£77.00
IExxxx, ILxxxx, Ipxxxx	Fieldbus extension & coupler boxes	£60.50
KL/KSxxxx	Standard function terminals	£38.50
KLx904	TwinSAFE terminals	£99.00
KMxxxx	Bus terminal module	£60.50
LCxxxx	Economy bus coupler	£38.50
Mxxxx	Digital I/O-Module. encoder modules	£77.00
Mxxxx	Analog I/O-Module. modules with special functions	£110.00

Weight (KG)	Cost (GBP)
0-5	£50.00
5-10	£75.00
10-15	£85.00
15-20	£100.00
20-25	£110.00

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