

Z-LASER GmbH Merzhauserstr. 134 79100 Freiburg, Germany www.z-laser.de	RMA Terms and Conditions	13.03.2026
	Please send questions and completed forms to: RMA@z-laser.de	

RMA Procedure, Terms and Conditions

1. RMA Form

To ensure fast processing of your return, please use the **online form**. If the old print form is used, only fully completed and signed requests (RMA) can be processed.

2. Fault / Issue Description

Please complete the RMA form fully and as accurately as possible. Please provide us with a detailed fault description (e.g. low laser power, distorted projection, ...). Where possible, please include the following details:

- When does the fault occur / Where is the device being used (description, interference fields, ...)?

3. Inspection, Diagnosis and Repair Terms

We carefully inspect your submitted device. If no fault is found, we charge a handling fee of **€75** net plus shipping costs. For products from the **laser projector (LP)** range, this fee is **€200**.

For a technical diagnosis including a non-binding cost estimate, the following flat fees apply:

- €75 for all products from the laser module (LM) range
- €200 for LP and ZQ from the LM range

The diagnosis fee is waived if you subsequently commission a repair or decide to purchase a new equivalent device.

In cases of third-party tampering, removed serial numbers/type plates, or improper handling, warranty claims are void without exception!

4. Repairs Outside the Warranty Period

Devices from the **laser module (LM)** range that are more than **four years** old can no longer be repaired. For **laser projectors (LP)** as well as the product families **ZQ, ZR, ZPT and ZRG** from the LM range, an extended repair option of **eight years from the date of sale applies**.

In cases of third-party tampering, removed serial numbers/type plates, or improper handling, warranty claims are void without exception.

5. Return Shipment

Please always ship repair items freight prepaid. **Please do not include any additional accessories**, as we accept no liability for the completeness of the return shipment. For returns from loan units, we ask that you return the full scope of delivery. Please use the original packaging where possible and clearly mark your return with our return label and the VKR number!

When dismantling a **laser projector (LP)**, please ensure that only the 4 screws on the device flange of the gimbal mount are loosened. Please do not include the mount in your return shipment! If possible, please create a backup of your data before returning a laser projector.

Please return to:

Z-Laser GmbH, Service Center
Merzhauser Str. 134
D-79100 Freiburg
Germany

6. Miscellaneous

Our General Terms and Conditions as well as the RMA terms of Z-Laser GmbH apply exclusively.

You can find our General Terms and Conditions at: <https://z-laser.com/terms>