

# Standard RMA Procedure

## **1. To obtain an RMA number:**

- (1) E-mail or fax your RMA request to your contact window at FriendTech with the detailed failure or damage description of each defective item. Incorrect/insufficient information stated on the RMA request will result in a delay or rejection of your request (wrong serial numbers, item numbers... etc.)
- (2) The contact window will directly reply or forward to you with certain technical supporting documentations for your troubleshooting.
- (3) For volume defects, you will be requested to send a few units back to FriendTech for double checking, if the cause of the defects can not be verified by mutual correspondence.
- (4) You will receive an RMA number when the returned item is verified defective.
- (5) **All RMA numbers are valid for 5 working days from date issued, after which it expires.**

## **2. Package and Delivery:**

- (1) Returning products have to be packed properly to avoid damage during delivery. The RMA products have to be shipped at customer's own cost to the place designated by FriendTech.
- (2) **Only the defective item/hardware must be shipped** (Please do not ship any manuals or any other accessories when doing normal RMA. FriendTech will not be responsible for loss of any of these items.)
- (3) Please mark your assigned RMA number on the package before delivery.
- (4) To speed up the repair procedure, please notify your contact window by e-mail with information that includes the shipping date, quantity, and tracking number of your delivery.

### **3. Product Check on Arrival**

- (1) FriendTech RMA OP personnel will check your returned products within TWO working days of their arrival.
- (2) If the products arrive undamaged and conform to the conditions described in your RMA request, it will be transferred to FriendTech's RE engineers for repair.
- (3) If the products are damaged or the failure description is inconsistent with that in your RMA request, FriendTech will contact and confirm the status with the customer before proceeding repair work.

### **4. Repair**

- (1) The repair engineers will repair the defects as described by the customer. The products will also be tested to ensure they are in proper working order.
- (2) If no additional problems are detected, FriendTech will notify the customer.
- (3) If the customer does not reply within TWO working days, the product will be processed as NTF (No testing failure) goods.
- (4) **Normal turn around / warranty repair period is 4-6 weeks.**

### **5. Charge**

- (1) The customer will be charged for repairs if:
  - a. The returned products are out of warranty period.
  - b. The returned products are still in warranty period, but the defects were caused by abuse, misuse or unauthorized repair.
- (2) For both case a. and b. in (1), repair engineers will provide a maintenance report for all RMA products.
- (3) RMA OP personnel will send the report and a P/I (Performance Invoice) to the customer for confirmation.

## **6. Packaging and Shipping**

- (1) RMA OP personnel will properly pack the repaired RMA products along with a maintenance report.
- (2) The RMA number and quantity will be clearly marked on the package. The RMA products will be shipped back at FriendTech's cost to the place designated by customer.
- (3) The customer will receive an e-mail notification of the product RMA number, shipping date, and delivery tracking number.