



guidelines

# RMA

## Return Material Authorization

(v05)

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## 1 Introduction

This document outlines IMAGO's Return Material Authorization (RMA) process as seen by the customer.

## 2 Procedure

### 2.1 Service-Ticket

In case your IMAGO product exhibits signs of failure, please go to

[www.IMAGO-technologies.com/support](http://www.IMAGO-technologies.com/support)

to create a ticket. Please fill in all fields to describe your product and problem. Support inquiries are usually replied to within two business days if no other service contract applies.

### 2.2 Cost Acquisition

We will then determine whether the product is covered by our standard or an extended/contract warranty policy.

## 3 RMA Within Warranty

### 3.1 RMA Confirmation

An RMA confirmation will be accomplished within our ticket system (see 2), it will include the assigned RMA number.

### 3.2 Information

The following information is mandatory at all stages when handling the RMA:

- Customer name and contact person
- Customer address, city and country
- Phone number
- Product number/type & serial number
- Product serial/MAC address
- Detailed description of failure or problem

If the originating purchase contract of the customer at Imago is older than 36 months and no new customer relationship content has occurred since we will ask the customer to consent to our GDPR regulations prior to using this data. The same applies if the customer's owner and/or company affiliations have changed since the last contact.

### 3.3 RMA Return Shipment Packaging

Original packaging (if available) should be used to minimize the potential risk for shipment damage. If items are damaged during return shipment, it will be left to the discretion of IMAGO to determine whether the product is repairable. Products damaged during transport will not be repaired under product warranty.

### 3.4 Data backup

Since the product will be reset to factory defaults when you send in an RMA, we strongly recommend backing up your data prior to shipping.

IMAGO cannot be held accountable for any loss of data.

### 3.5 Ship to Address / Costs

IMAGO Technologies GmbH

RMA / Support

Strassheimer Straße 45

61169 Friedberg

Germany

Transportation costs will only be refunded in case delivery terms are not 'ex works' or similar.

### 3.6 Tracking

All RMA returned items must be sent via traceable means, UPS preferred.

### 3.7 RMA Turnaround Time

Checking and repairing (if applicable) will be scheduled and finished within 20 working days after receipt of returned parts. If spare parts are not in stock the customer will be informed about any delay due to availability and delivery times for these parts.

### 3.8 DOA

Dead-on-Arrival (DOA) products will be repaired or replaced within one working week from receipt of returned product. This applies only to a period of up to 3 months after the purchase of the product. The shipping of the replacement product will be free of charge for the customer if the delivery address remains the same as the original delivery.

### 3.9 Initial RMA Costs

For all RMA sent to IMAGO initial repair costs will be charged as follows. If warranty or a contractual policy applies these fees will be waived. If the warranty or contractual policy status of the RMA needs to be cleared within the RMA-testing itself the customer will be informed and a formal offer of the repair-costs that may occur will be issued. No repair-work will be executed in this case without a placed order for this offer.

#### 3.9.1 RMA Repair Standard / 150 € + appl. Tax

- Error Analysis by Technician and/or Engineer; Assembling; Repair Material; Repair; Test
- Parts that must be replaced are not included
- Return shipping included (EU only, duty-free only)

### 3.9.2 RMA Repair Additional Expense / 250 € + appl. Tax

- Error Analysis by Technician and/or Engineer; Assembling; Repair Material; Repair; Test
- (complete disassembling & re-assembling of product)
- Parts that must be replaced are not included
- Return shipping included (EU only, duty-free only)

### 3.10 RMA Repair and Test Procedures

All items returned under an RMA will be checked and repaired (if applicable) and/or reset (if applicable).

If a returned product is determined to be damaged or misused by the customer, it will be handled according to the out-of-warranty policy below.

All repaired or replaced parts will have to pass the same test procedures that were used when the product was initially built. Repaired or replaced items within the initial warranty period carry a 90-day warranty for the spare parts but will not extend the overall warranty of the product.

The test procedure intensity or duration may be extended if IMAGO or the customer assume a critical or relevant failure.

### 3.11 Documentation

To ensure tracking of the RMA process IMAGO will specify the RMA#, the according Ticket#, main correspondence data, main customers document numbers and receive date on all external documents (offer, order, delivery note). We will also copy the customer's failure description onto all documents throughout the RMA process. We will add the results from our testing routines as well as necessary and carried out repair actions on these documents.

The issuing of further documents (8d reports, ...) will be charged with 30€ unless the purchase or extended contract states a different policy.

### 3.12 No Failure Found

For products that have no functional issues the RMA Costs (see 3.9) will not be waived even if the product is covered by warranty or contractual policy.

### 3.13 RMA Closing Procedure

We will close an RMA assignment without further notice 30 days after the assignment date if the product has not been received within this time. We will also close the RMA if the customer ships a product without reference to an open and valid RMA number.

After we have shipped the checked/repaired/replaced product the RMA will be closed within the ticket system informing the customer that the RMA is finished.

## 4 RMA Out of Warranty

### 4.1 Terms

A product may be determined out of warranty if the warranty period has expired and no other contract applies, or if the product has been damaged/misused by the customer. If a customer's product is determined to be out of warranty, the initial RMA costs (see 3.9) as well as additional repair, handling and shipping costs will not be waived and charged to the customer.

### 4.2 Repair or Replacement

By request of the customer, an out-of-warranty product may be repaired or replaced with new or refurbished parts. Products that have been damaged or misused may be deemed non-repairable by IMAGO. Out of warranty repaired or replaced items carry a short and non-expandable warranty of 90 days.

### 4.3 Repair or Replacement Fees

We will issue an offer for the repair of the sent in product. This offer will include the initial RMA costs (see 3.9), spare parts and shipping. Repair and test procedures (i.e. start-up tests, burn-in tests, ...) will not be carried out before the customer has placed the order for this offer.

### 4.4 Exclusion

Please note that issuing an RMA-number for a product does not guarantee that the product can or will be repaired/replaced. Products that are not reparable or discontinued may be excluded from the RMA and the RMA may be closed.

## 5 Tracking of Products

We will track all RMA-related work by linking the product S/N to the RMA-No. Linked information includes dates, error-description by the customer, error-analysis by Imago, repair-work and spare-parts used. All of this information will be stored in our database and printed on the related documents the customer will receive (order confirmation, delivery note, invoice). Thus S/Ns of the products will not be altered during the RMA process.

## 6 Renewed Warranty

A renewed warranty or similar contractual policy will only be issued for the product or parts of it after the RMA if the initial failure of the returned product was covered by the same policy. It will include the same warranty (or contractual policy) rights but only refer to the part that has been found defective. The warranty (or contractual policy) time for other parts or the whole product will not be affected, the warranty (or renewed contractual policy right) will end after a 90-day period.

## Document History

last change

| by

| remark



**RMA Guidelines**

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| 20.2.2018  | Stephan Straka | - new -                                  |
| 28.05.2018 | Stephan Straka | - Warranty Policy revised                |
| 28.02.2019 | Stephan Straka | - Initial cost description revised       |
| 28.02.2019 | Stephan Straka | - RMA Repair and Test Procedures revised |
| 28.02.2019 | Stephan Straka | - Documentation added                    |
| 18.04.2019 | Stephan Straka | - Rev 04 / transportation costs added    |
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