

Returned Material Authorization Customer (RMA) Procedure

Requesting RMA Authorization:

Email Customer Service (customerservice@fei-elcomtech.com) a completed **Return Material Authorization Form** (see additional attachment).

1. If the unit is in warranty, Customer Service will contact the customer with an RMA number by the next business day.
2. If the unit is not in warranty, FEI-Elcom Tech will require a PO for an evaluation fee PRIOR to issuing an RMA number. The evaluation fee is predetermined by model type and is attached. A formal quote is available if required.
3. Once the PO for the evaluation fee is received, Customer Service will issue an RMA.

Units shipped without an RMA number will be refused and returned at the sender's cost.

Shipping Instructions:

1. The RMA number must be printed on the packing slip.
2. All Broadband units must be shipped in the original packaging and/or FEI-Elcom Tech approved packaging, otherwise, **the warranty may be void**. Any questions please contact Customer Service or your Sales Representative.
3. Complete the **Return Ticket** (see additional attachment) and attach it to the outside of the package.
FEI-Elcom Tech reserves the right to refuse the package if the Return Ticket is not attached.
4. Once the package is received the unit will be visually inspect for damage and broken seals.

If there is visual damage to the unit, or broken seals, Customer Service will notify the customer that the warranty may be void.

Repair of unit:

1. If the unit is out of warranty, the cost to repair the unit will be quoted. If the customer authorizes the repair, the evaluation fee will be credited towards the cost of the repair. The customer will issue a change order to the purchase order.
2. Customer Service will update customer with RMA status and shipment tracking information.

Lead time

The standard* RMA lead time is 60–90 days. FEI-Elcom Tech will take efforts to ship units earlier when possible, however, we can not commit to shorter timeframe at this time. Contact Customer Service if an **occasional** unit needs to be expedited.

**For out of warranty repairs, delays in receiving the Repair P.O. can extend the lead time accordingly.*