

<b>Document ID</b> RSP154	<b>Title</b> RMA Services Provision	<b>Effective Date</b> 12 May 2017
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## 1. Policy

- 1.1. The company shall use outlined strategy to provide Return Merchandise Authorisation services to manufacturers and resellers. This document can also be used to provide information and prepare a project for a particular RMA service client.

## 2. Purpose

- 2.1. The purpose of this document is to define the manner that Customer Return Material Authorisation (RMA) and Material Processing will be handled at our Company. This procedure is used to control, analyze and investigate field failures, customer complaints and other problems related to product manufactured by client.

## 3. Scope

- 3.1. This procedure is applicable to all service requests raised by RMA client or end-consumer as approved by RMA client.

## 4. Responsibilities

- 4.1. **Customer Service** - is responsible to answer and provide communication to RMA client and end-consumer to ensure smooth customer experience is provided throughout the whole process.
- 4.2. **Quality Control** - is responsible for ensuring that all RMA products are tested according to RMA client provided instructions before they are released back into circulation.
- 4.3. **Engineering** - shall carry out evaluation, diagnostics and service procedures as requested by RMA client.

## 5. Acronyms

- 5.1. RMA - Return Merchandise Authorisation.
- 5.2. NFF - No Faults Found.
- 5.3. BER - Beyond Economical Repair.
- 5.4. RMA client - the manufacturer or reseller of the product, which is a subject to RMA Services Provision service.
- 5.5. End-consumer - the end user of the product, which has experienced issues and requires to return the product for warranty investigation and repair / rework service.

## 6. Requirements

- 6.1. RMA client is required to provide an evaluation procedure, which would be used to fault-find and troubleshoot the device in order to determine best repair / rework strategy.

- 6.2. RMA client is required to provide information on trending failures and repair strategies to be used to rectify faulty devices. This information has to be in form of images, videos and descriptions as it has to be convertible to documented manuals for engineering department.
- 6.3. RMA client is required to provide replacement parts to be used during repair / rework procedures.
- 6.4. RMA client is required to provide quality control procedures for repair / rework verification purposes to ensure product is released in satisfactory state upon completion.
- 6.5. RMA client is required to provide information of BOM to be used in repair / rework procedures, which can be stored and monitored on company's premises at request.
- 6.6. RMA client is required to provide instructions regarding logistics from and to end-consumer.
- 6.7. RMA client is required to provide instructions on NFF and BER products.
- 6.8. RMA client is required to provide instructions how to deal in situations where determined fault is caused by end-consumer.
- 6.9. RMA client is required to provide packaging instructions of all products supported through RMA Services Provision service.

## 7. Procedure

- 7.1. Process flow
  - 7.1.1. End-consumer raises a concern about the product manufactured or supported by RMA client.
  - 7.1.2. RMA client assesses the situation to determine whether the product has malfunctioning hardware (i.e. cannot be rectified via air software update) and is covered by warranty. RMA client issues RMA identifier to be used during the whole product RMA process.
  - 7.1.3. End-consumer is then directed to a company to arrange the return of the product by issuing a portal link provided by the company, which allows end-consumer to liaise with company in order to arrange RMA for the product by filling out a Service Request form. This can also be arranged by RMA client directly.
  - 7.1.4. Confirmation via email and text message from the company is sent to the client notifying the start of the process. The confirmation also includes RMA number and tracking link to the the whole process online.
  - 7.1.5. Product is delivered to the company via one of the following options:
    - 7.1.5.1. Company arranges collection from the end-consumer and bills RMA client for such service.
    - 7.1.5.2. End-consumer submits the product themselves by either in person or through their own shipping partners.
    - 7.1.5.3. RMA client uses their own shipping partners to arrange logistics from the end-consumer to the company.
  - 7.1.6. Product is received and identified to the correct order reference, which was pre-booked earlier via Service Request form.
  - 7.1.7. Initial evaluation is carried out in the following manner:
    - 7.1.7.1. **Asset information** - all serial numbers are recorded and any additional items, such as cables, bags, boxes, auxiliary items are identified, documented and labeled within particular order inventory report.
    - 7.1.7.2. **Condition report** - overall item cosmetic condition is outlined and any / if transit damage is recorded and brought to RMA client's attention if pre-agreed to do so.
    - 7.1.7.3. **Diagnostics procedure** - carried out according to provided materials by RMA client and customer observed faults. Best repair / rework procedure is

determined to carry out the service. This stage also determines if the product is NFF, BER or fault is caused by the end-consumer.

- 7.1.7.4. **Required parts projections** - parts required to carry out repair / rework procedure are determined as well as availability within company's stock or supply chain.
- 7.1.8. Evaluation information is submitted to the RMA client and repair / rework process is started if pre-agreed RMA Services Provision rules are met.
- 7.1.9. Product is assigned to relevant department technician queue or forwarded to sourcing department to acquire parts through company's supply chain network.
- 7.1.10. Repair / rework procedure is carried out according to RMA client provided instructions once engineering department workload permits.
- 7.1.11. Quality control procedure is carried out according to procedure provided by RMA client.
- 7.1.12. Product is packaged according to instructions provided by RMA client using inventory note to ensure all assets originally identified are included in the consignment. This stage also allows any promotional material to be included, which can be provided by RMA client.
- 7.1.13. Upon order completion RMA client and / or end-consumer is notified via email and / or text messages.
- 7.1.14. Once order is completed the logistics can be arranged via following options:
  - 7.1.14.1. Company can arrange shipping directly to end-consumer and bill RMA client for such service. Shipment tracking information is added to order progress tracking, which can be accessed by end-consumer.
  - 7.1.14.2. End-consumer can arrange a pickup in person or via their own shipping partners.
  - 7.1.14.3. RMA client can use their own shipping partners to arrange logistics from the company to end-consumer.

## 8. Billing

- 8.1. RMA client is billed for following services:
  - 8.1.1. Initial evaluation - service used to carry out asset assessment, condition report, diagnostics procedure and required parts projection.
  - 8.1.2. Logistics from and to end-consumer if company requires to arrange such services.
- 8.2. The quotes are pre-agreed before commitment to start the RMA Services Provision and based on time required to carry out initial evaluation, repair / rework, quality control, packaging and shipping procedures.
- 8.3. RMA product will either be "Warranty" or "Out-of-Warranty". If classed as "Out-of-warranty", company can contact end-consumer to advise of the repair procedure and costs associated if RMA client allows to do so.

## 9. Disposal and component recovery

- 9.1. BER products will be disposed according the HSE and WEEE approved standards
- 9.2. BER products can also be dismantled to recover reusable components to provide additional value to RMA client during RMA Services Provision.