

# PROCESS INFORMATION

## RETURN MERCHANDISE AUTHORIZATION

### RMA PROCESS

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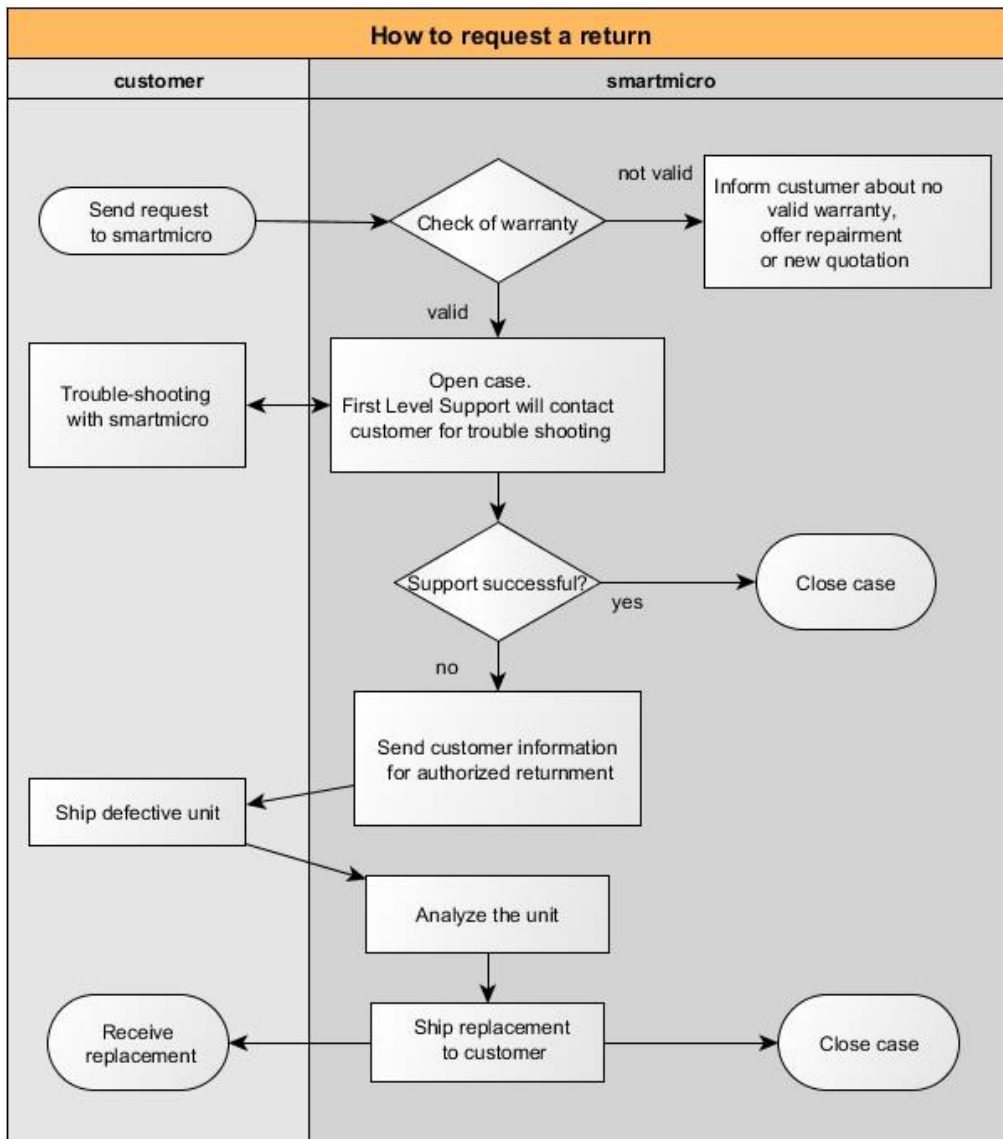
## 1 PROCESS INFORMATION

In order to ensure the fastest possible clarification and regulation, please read the following subsections carefully and act consequently. In case of any questions, please contact [orders@smartmicro.de](mailto:orders@smartmicro.de).

Before shipping a unit back to smartmicro, you have to obtain a valid RMA number. If you have no authorized RMA (Return Merchandise Authorization) number, your request will not be processed.

**smartmicro keeps track of all RMA cases for at least 24 months after their closure.** You may query its status at any time, providing the obtained RMA case number.

## 2 OVERVIEW



### 3 HOW TO REQUEST A RETURN

To request a return of a smartmicro product, please contact [orders@smartmicro.de](mailto:orders@smartmicro.de) and provide the following, necessary information:

- Hardware model (e.g. UMRROC0303)
- Serial number (e.g. 0x00022fa1)
- Detailed error description

### 4 TROUBLE SHOOTING

If the warranty check is valid, smartmicro will attend the problem and contact you for first trouble shooting. The aim is to achieve the fastest possible restoration of functionality and avoid unnecessary costs for the shipment processing.

In the event that smartmicro finds evidence of obvious or suspected hardware problems and support is not successful, you will receive an RMA number for the return of the product.

If your device has no warranty anymore, smartmicro will send you an offer for repair or a new quotation.

### 5 SHIPMENT OF A DEFECTIVE UNIT

After you have obtained an RMA number, please prepare all necessary shipping documents providing:

- Obtained RMA number
- Customer address (including contact person, email and phone number) for return
- **Pro forma invoice** and delivery note for customs clearance (if required)

Please send exactly the hardware item the RMA number was issued for. smartmicro cannot be held responsible for any additional hardware that is sent wrongly under reference to the obtained RMA number.

For international shipments the freight forwarder must be UPS, FedEx, TNT or DHL.

#### **Please send the hardware to:**

s.m.s smart microwave sensors GmbH

at: Hardware Return # **[RMA number]**

In den Waashainen 1

38108 Braunschweig

Germany

The shipment to smartmicro must be fully paid by you. The unit must be declared as 'unit for repair'. We kindly ask you to keep customs and handling costs as small as possible. smartmicro will not accept unpaid or grossly negligent declared shipments. The costs incurred as a result will be charged to you.

If the hardware has not been received and accepted by smartmicro within **90 days** after the initial allocation of the RMA number, the RMA case under the respective number will be closed.

## 6 ANALYSIS OF RETURNED HARDWARE

The returned hardware unit will be analyzed by smartmicro. An analysis protocol will be attached to the return shipment.

## 7 REPLACEMENT

smartmicro will replace the unit equivalent to the originally delivered hardware and software and ship it to the address and contact person provided by the customer.

If smartmicro proposes changes on hardware or firmware free of charge, you will be asked for approval prior to the modification(s).

**If smartmicro demands fees for repair, for service or further handling, you will be informed about the incurred costs and asked for approval of any such actions.**

The return shipment will be assigned to a tracking number and will be carried out according to the Delivered at Place (DAP) Incoterms 2010.

Once smartmicro receives notification of delivery by its logistics contractor, the RMA case is closed.