

RETURN MERCHANDISE AUTHORIZATION (RMA)

PROCESS INFORMATION

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CONTENT

- 1 Process Information..... 3
- 2 RMA Charges..... 3
- 3 Step by Step Procedure..... 4
 - 3.1 RMA Request 5
 - 3.2 Troubleshooting..... 5
 - 3.3 Return Shipment to smartmicro 5
 - 3.4 Analysis of Returned Hardware 6
 - 3.4.1 Full Product Functionality..... 6
 - 3.4.2 Product Refurbishment..... 6
 - 3.4.3 Product Replacement 6
 - 3.5 Return Shipment to the Customer 7

1 PROCESS INFORMATION

Please read the entire document carefully to ensure the fastest possible clarification and proceeding of your Return Merchandise Authorization (RMA) request.

In case of any questions, please contact RMA-service@smartmicro.de.

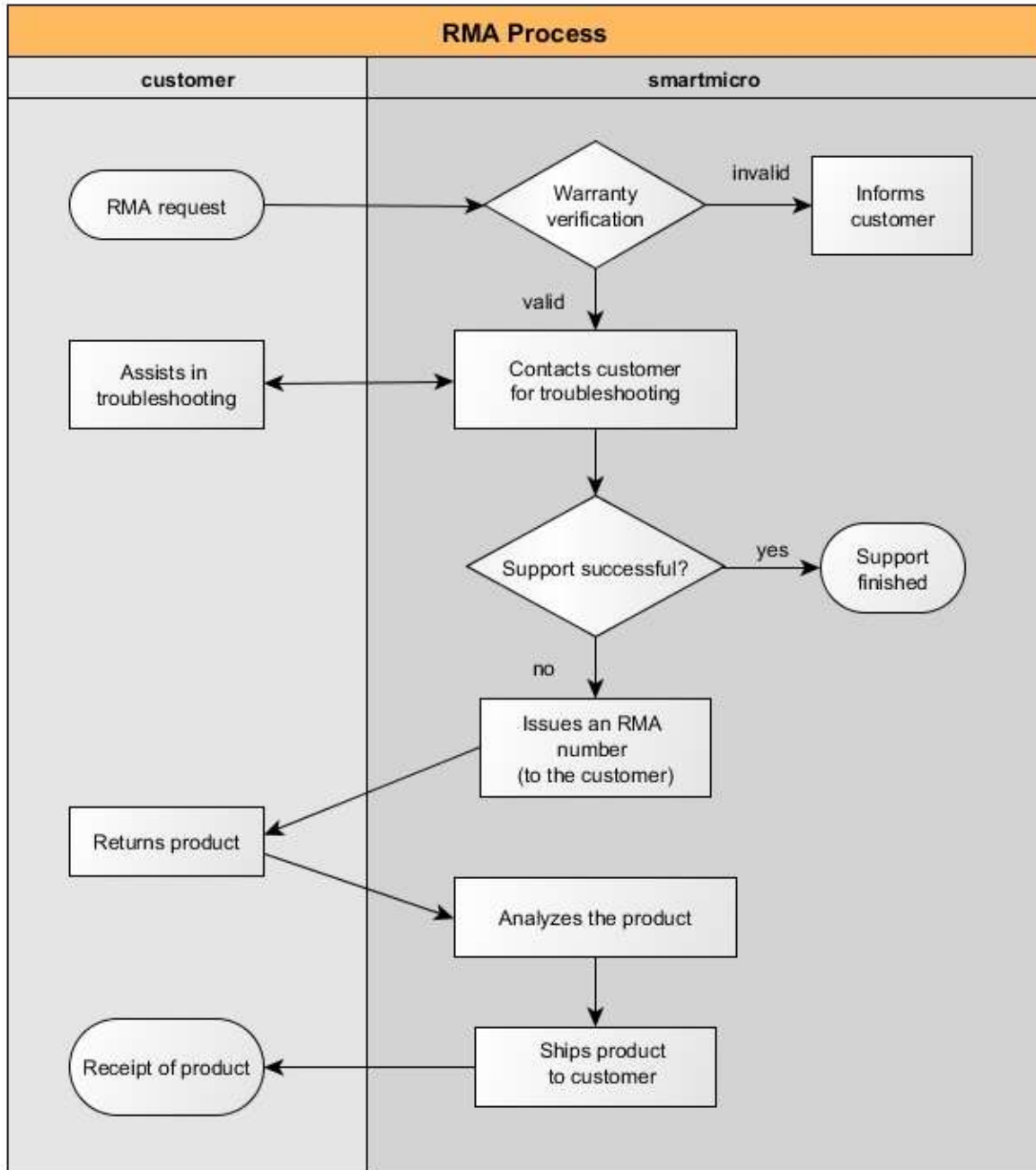
Please note that you need a valid RMA number for returning a smartmicro product. Providing the RMA number, you may query the status of the corresponding RMA case at any time.

2 RMA CHARGES

smartmicro will not charge any costs for the handling, refurbishment or replacement of a smartmicro product, as long as it is returned under a valid RMA number and it is confirmed by smartmicro that the product is covered by the warranty.

In case a product is defective and is no longer within the warranty period (24 months upon delivery) or not covered by the warranty (wrong handling or force majeure), you may receive an offer for RMA services or a quotation for a new product. This, however, may differ on a case-by-case basis, since it is a voluntary service from smartmicro without any legal claim.

3 STEP BY STEP PROCEDURE



3.1 RMA REQUEST

To request the return of a smartmicro product, please contact RMA-service@smartmicro.de providing the following required information:

- Sensor model (to be found on the label)
- Unique serial number (to be found on the label)
- Detailed description of the error

Label example:



Upon receiving your request, smartmicro will check the warranty status of the requested product and contact you for troubleshooting.

3.2 TROUBLESHOOTING

The aim of troubleshooting is to restore the functionality of the product as fast as possible. If remote support is not successful and hardware issues are suspected or identified, you will receive an RMA number for the return of the product to smartmicro.

3.3 RETURN SHIPMENT TO SMARTMICRO

After having obtained an RMA number, please prepare the shipment of the product following the instructions below.

Please solely return the product for which the RMA number was issued. smartmicro cannot be held responsible for any additional hardware that is sent with reference to the received RMA number.

Please return the product in its original or similar packaging with accompanying documents containing the following required information:

- Valid RMA number
- Customer address for return (including contact person, email and phone number)
- Proforma invoice and delivery note for customs clearance (if required)

The return shipment must be fully paid by you and in case the product is defective, it must be declared as 'defective unit'. smartmicro reserves the right to decline unpaid or negligently declared shipments and charge you for any expenses arising in this context.

For **international shipments outside the EU** the carrier must be UPS, FedEx, TNT or DHL.

If the hardware does not arrive at the smartmicro address stated above within **90 days** after the RMA number was assigned, the corresponding RMA case will be closed and considered completed.

Please address the package as follows:

s.m.s, smart microwave sensors GmbH
attn: Hardware Return # **[Please insert your valid RMA number]**
In den Waashainen **3**
38108 Braunschweig
Germany

3.4 ANALYSIS OF RETURNED HARDWARE

By returning a smartmicro product, you agree that the RMA team of smartmicro is competent to perform an analysis and determine the status of the returned hardware. You also agree to accept the result of this analysis carried out by smartmicro.

In any case an analysis protocol will be attached to the return shipment.

3.4.1 FULL PRODUCT FUNCTIONALITY

In case the returned product is fully functional and/or the failure reported by you cannot be reproduced, the product will be shipped back to you without further handling.

3.4.2 PRODUCT REFURBISHMENT

smartmicro will analyze the returned product and make best efforts to restore the full functionality.

If smartmicro suggests hardware or software changes free of charge, you will be asked for approval in advance. If smartmicro demands fees for the refurbishment, services or further handling, you will be informed in advance and asked for approval of the proceeding and the arising expenses.

3.4.3 PRODUCT REPLACEMENT

A defective product that cannot be refurbished with reasonable effort will be replaced by a smartmicro product equivalent to the originally delivered hardware and software.

It will be stored for 6 months in our quarantine warehouse before it is scrapped.

3.5 RETURN SHIPMENT TO THE CUSTOMER

smartmicro will ship the (replacement) product with an assigned tracking number to the address and contact person provided by you. The shipment will be carried out according to the Delivered at Place (DAP) Incoterms 2020.

Once smartmicro receives a confirmation of delivery by the responsible logistics company, the RMA case will be closed.

smartmicro keeps track of all RMA cases for at least 24 months after their closure.