

# RETURN MERCHANDISE AUTHORIZATION (RMA)

## PROCESS INFORMATION

(FOR US AND CANADA CUSTOMERS ONLY)

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## 1 PROCESS INFORMATION

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

In case of any questions, please contact [RMA-serviceUS@smartmicro.com](mailto:RMA-serviceUS@smartmicro.com).

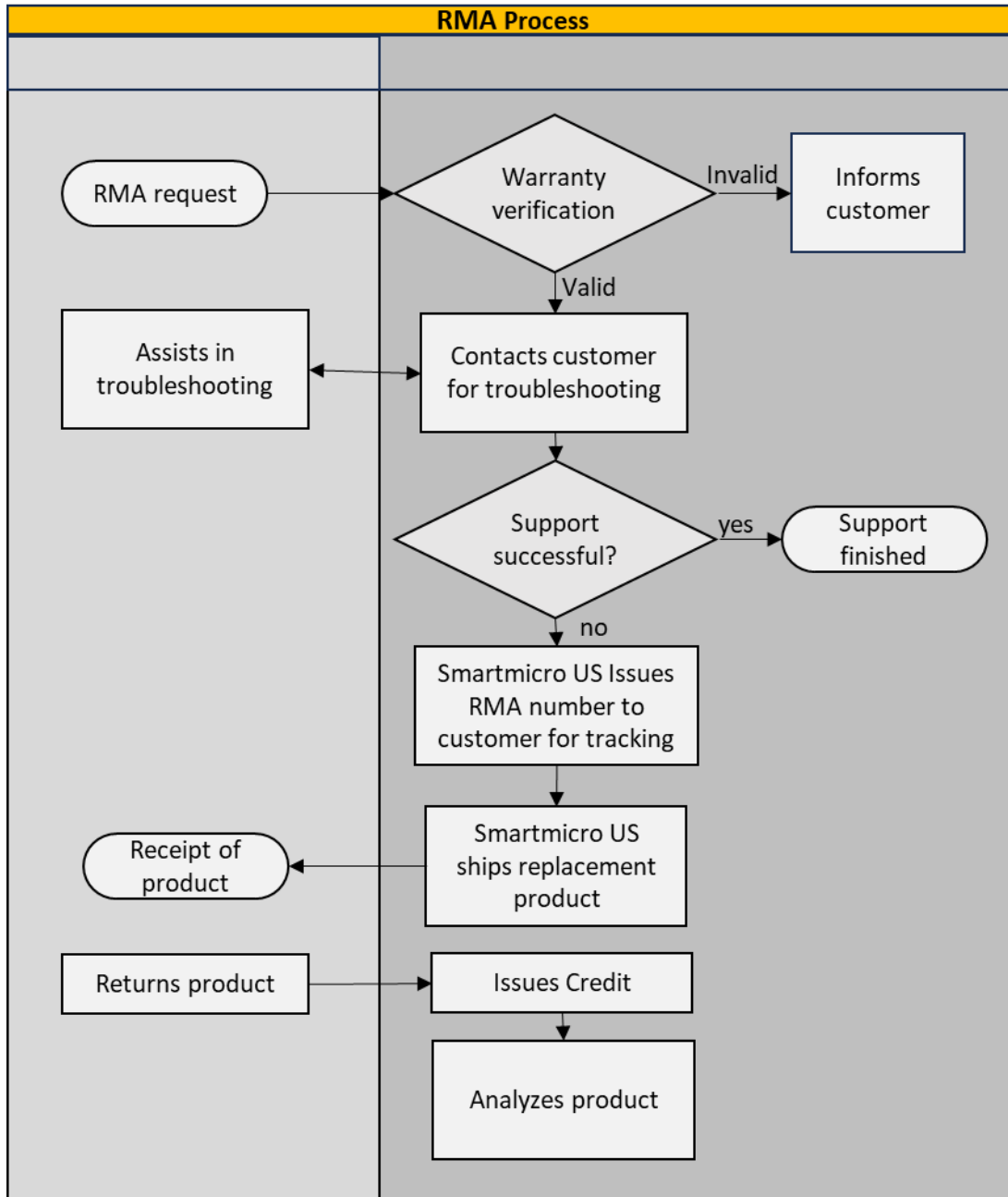
Please note that you need a valid RMA number for returning a smartmicro product. By providing the RMA number, you may query the status of the corresponding RMA case at any time.

## 2 RMA CHARGES

Once an RMA number with smartmicro US has been issued, we will ship the replacement products within the next 1-2 business days. smartmicro US will invoice the contracted price for the items (Net90), as long as it is returned under 90 days, we will issue a credit notice for the invoice. Product must have a valid RMA number in the package to confirm its origin.

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

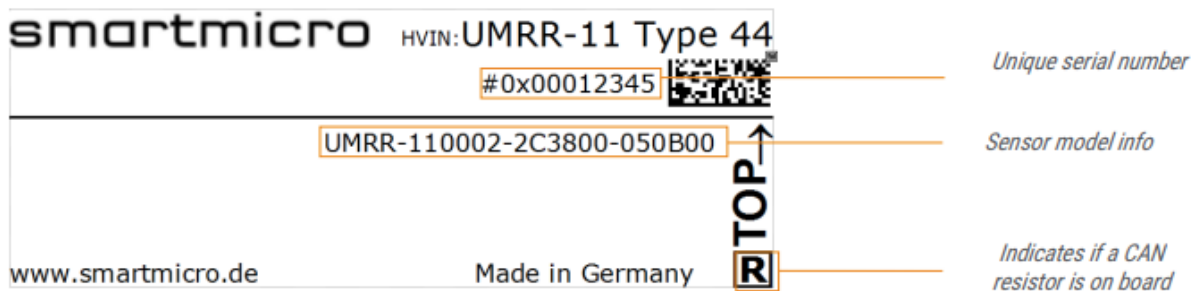


## 3.1 RMA REQUEST

To request the return of a smartmicro product, please contact [RMA-serviceUS@smartmicro.com](mailto:RMA-serviceUS@smartmicro.com) 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 QUICKSHIP

Contracted customers with a current Distribution Agreement will be able to take advantage of getting their product shipped within 1-2 business days. Upon shipment, an invoice will be issued Net90 for the product and will be credited once the damaged equipment is received at our Florida facility.

## 3.4 RETURN SHIPMENT TO SMARTMICRO

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

Please return the product for which the RMA number was issued. smartmicro US 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 for by you and in case the product is defective, it must be declared as 'defective unit'. smartmicro US 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 USA** the carrier must be UPS, FedEx or DHL.

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

Please address the package as follows:

Smartmicro US LP  
attn: Hardware Return # **[Please insert your valid RMA number]**  
100 Technology Park  
Suite 100  
Lake Mary, FL 32746

### 3.5 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.

#### 3.5.1 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 placed in future shipment, sold as new.

#### 3.5.2 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.

#### 3.5.3 PRODUCT REPLACEMENT

A defective product that cannot be refurbished with reasonable effort will be stored for 6 months in our quarantine warehouse before it is scrapped.

### **3.6 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.

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