RETURN MATERIAL AUTHORIZATION FORM

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **RMA # :** |  |  | ***For Office Use Only*** |
|  |  |  |  | S.R. #: |       |
|  | *Assigned After Completed Form Received* |  | Original Customer: |       |
| **Date:** |       |  | Service Contract: | [ ]  Yes | [ ]  No |
|  |  |  | Account Mgr/FAE: |       |
| **Entered By:** |       |  | Comments: |       |
|  |  |  |  |

**A. CUSTOMER INFORMATION:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Ref./P.O. #:** |       |  | **RMA Type:** |  \*If no selection is made Repair will be assumed |
|  |
| **Bill To:** |  |  | **Ship To:** | [ ]  Check if same as *Bill To* |
| Company: |       |  | Company: |       |
| Address: |       |  | Address: |       |
|  |       |  |  |       |
| City, State, Zip: |       |  | City, State, Zip: |       |
| Country: |       |  | Country: |       |
| Contact: |       |  | Contact: |       |
| Phone: |       |  | Phone: |       |
| Email: |       |  | Email: |       |
|  |
| Comments: |       |

**B. PRODUCT INFORMATION:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Product/Part #** | **Serial #** | **FW/SW****Version** | **Clearly Specify Reason for Return (1)** | **DOA (2)** | ***For Office Use Only*** |
|  |  |  |  |  | **S.O. #** | **Ship Date** | **Rev.** | **Warranty** | **Repair Price, $** |
| 1 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |
| 2 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |
| 3 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |
| 4 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |
| 5 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |
| 6 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |
| 7 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |
| 8 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |
| 9 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |
| 10 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |
| 11 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |
| 12 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |
| 13 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |
| 14 |       |       |       |       | [ ]  |       |       |       | [ ]  |       |

Notes:

1. In case of Repair RMA: Please provide detailed failure description.
2. For Repair or Advance Replacement RMA only.

Procedure & Terms Located on [Page 2](#Procedure_Terms)

**RMA PROCEDURE & TERMS**

**Introduction**

The intent of this document is to set forth the procedures for returning products to Nuera for repair, or for other reasons, in accordance with the provisions agreed upon with Nuera. This document shall not be construed to have changed any of the terms and conditions of purchase, previously agreed between the parties.

**THE RIGHTS DESCRIBED IN THIS DOCUMENT SHALL BE APPLICABLE ONLY TO CUSTOMERS WHO HAVE PURCHASED PRODUCTS DIRECTLY FROM NUERA OR DIRECT SUPPORT PRIVALAGES. NUERA SHALL NOT ACCEPT ANY WARRANTY OR OTHER RETURNS OF PRODUCTS PURCHASED FROM ANY THIRD PARTY. IN ALL OTHER CASES PLEASE CONTACT YOUR VENDOR FROM WHICH THE PRODUCTS WERE PURCHASED**.

**Prior to shipment, customers must obtain a Return Material Authorization (RMA) number from Nuera.**

The RMA number is only valid for 90 days, after which a new RMA number will be required.

**Procedure & Terms**

Note: The following procedure describes returns for repair; however, relevant sections are also applicable for other types of product returns.

1. Contact your regional Nuera’ Sales Coordinator or assigned FAE or TAC, preferably through our on-line support system, as applicable, and report the event. Based on the data you supply and possibly on some more questions and testing, Nuera will verify that indeed an RMA is required.
2. You will be requested to fill out the information on this RMA form.

*Note: It is extremely important to fill out the form in detail. The more data you supply, the faster we will be able to process the RMA, and repair the product.*

1. DOA (Dead on Arrival): Must be reported within 30 days of receipt.
2. In Warranty: An RMA number and shipping instructions will be provided. Any physical damage, re-work done to the product or defacing of parts & components will void the warranty.
3. Out of Warranty: You will receive a quotation for the repair cost. If you decide to repair the product and accept the quotation, you will be asked to issue a Purchase Order or make prepayment (as per the applicable terms) for the repair. Upon PO/ prepay receipt, an RMA number and shipping instructions will be provided.
4. If applicable please backup your configuration file prior to returning the product as it may be returned with the factory default settings (including current GA firmware and default parameters).
5. Properly pack the RMA approved product in its original or in a suitable package and ship it DAP (Incoterms 2010) according to the local office instructions. Please insert one copy of the RMA form into the external package pouch, and one copy into the shipped box. Please print the RMA number legibly on the outside of the packaging containing the returned product and on the RMA form.

|  |  |
| --- | --- |
| *For Americas Returns:* | *For all other Returns:* |
|  | Nuera Communications Inc. |  | Nuera Communications Singapore Pte Ltd. |
|  | 80 Kingsbridge Rd. |  | 31 Kaki Bukit, Road 3, Techlink #06-19  |
|  | Piscataway, NJ 08854 |  | Singapore 417808 |
|  | ATTN: RMA Department |  | ATTN: RMA Department |
|  | RMA #: |  | RMA #: |

1. Upon receipt at Nuera, an e-mail notification will be sent to you acknowledging receipt.
2. Our goal is to repair the product within 30 days upon receipt at Nuera manufacturing facility.
3. In case no fault is found after testing the returned product(s), you may be notified of the “No Fault Found (NFF) fee” and be asked to issue a Purchase Order/ make prepayment for the fee.
4. Upon test completion / repair, the product will be shipped by Nuera, DAP (Incoterms 2010), back to you. A summary report describing the testing / repair performed will be shipped with the product.
5. Repairs are warranted for the longer of either the remainder of the product original warranty period, or three months from the date the RMA unit is shipped back to the customer after repair.
6. For advance replacements, the faulty/suspected units must be returned back to Nuera within 15 days or Nuera will bill the customer for the replacement product.
7. If for any reason customer declines a repair after the product has been received by Nuera, we will offer the options to either return it as-is (at the customer’s expense) or scrap the product.