



## **Return Material Authorization (RMA) Process**

This document outlines SecureCom Canada's Return Material Authorization (RMA) process.

### **Standard Hardware Warranty Policy:**

The length of a warranty term may differ between product models. For details, please refer to specific warranty for your product.

### **Tech Support Contacts:**

If your SecureCom Canada (SCYPRO) product exhibits signs of failure, you must contact our Customer Support department to verify product failure. If our Customer Support Representative cannot correct the problem by remote support i.e. email support and determines that the problem is the result of product failure covered under SecureCom Canada's warranty policy, then a RMA Number will be issued.

Customers must contact their Reseller to request an RMA.

### **RMA Information:**

The following information is required to assign an RMA.

- Reseller information
- Company Name
- Where the item was purchased (if applicable)
- Mailing Address
- Phone Number
- Fax Number
- Email Address
- Product Model
- Product Serial Number
- Purchase date
- Proof of purchase
- Description of Failure or Problem

### **RMA Confirmation:**

Requests for RMA are typically processed during working day, between 9:00 AM to 6:00 PM EST. RMA number will be assigned and send via email. This number should be specified on the packaging when the product is returned.



## RMA Return Shipment:

### Packaging:

Original packaging should be used if available to minimize the potential for shipment damage. Board products must be enclosed in an antistatic bag to avoid ESD (electrostatic discharge) damage.

If items are damaged during return shipment due to insufficient packaging, it will be left to SecureCom Canada's discretion to determine whether or not the product is repairable. Please follow these guidelines when returning product to SecureCom Canada:

- Use the products original packaging, if available
- Ship the RMA items via traceable means to SecureCom Canada
- Write the RMA number on outside surfaces of each return package
- Write RMA number on the Air Waybill or Shipper
- Allow four weeks Turn-Around-Time after receipt of RMA by SecureCom Canada

### Address:

All RMA packages should be shipped to:

**SecureCom Canada**  
RMA# \_\_\_\_\_  
2 Robert Speck Parkway  
7<sup>th</sup> Floor  
Mississauga, ON  
L4Z 1H8, Canada  
Phone: 1877-997 8730

### Tracking:

All RMA returned items must be sent via traceable means, such as, UPS, FedEx, DHL, or Canada Post. Ensure to retain the tracking information for your records. The customer is responsible for the product until it is received by SecureCom Canada.

SecureCom Canada is liable for the returned item upon the receipt of shipment.

## RMA Turnaround Time

### Standard:

Within four weeks after receipt of returned parts, the repaired or replacement item will be ready for return shipment via courier.



### Expedited:

If the customer requires resolution within two working days from receipt of returned parts, an expedite fee will be incurred.

### DOA Expedited:

Within Fourteen days of purchase, Dead-on-Arrival (DOA) products will be repaired or replaced within two working days (depending on availability of stock) from receipt of returned parts. No expedited repair or shipment fees will be charged to the customer. Replacement items will be shipped via courier.

### Advance Replacement:

Advance Replacement offers customers with next business day advance replacement of hardware and support required to get back into service. SecureCom Canada Advance Replacement is available in North America (United States, Canada). International replacement will be provided through distributor.

### RMA Repair and Test Procedures:

All items returned under an RMA will be repaired, or at SecureCom Canada's option replaced with either new or factory refurbished parts. If a returned product is determined to be damaged or misused, it will be handled according to the out-of-warranty policy below.

All repaired or replacement parts will have successfully passed the appropriate manufacturing quality assurance test procedures. These are the same tests that are utilized to verify "new build" parts as manufactured by SecureCom Canada. Out-of-Warranty repaired items carry a ninety day (90) warranty for the remainder of the original warranty or ninety (90) days, whichever expires later.

### RMA Closing Procedure:

If SecureCom Canada has not received the RMA requested items from the customer within thirty (30) days of the RMA assignment date, the RMA will be closed. SecureCom Canada will not accept any packages without an open, valid RMA number appearing on surfaces on the box/packaging and reference to the RMA number on the shipper or air waybill. Only the specific items listed on the RMA will be accepted. All other items will be returned to the customer at customer's expense. After return shipment of a repaired/replacement part to the customer, SecureCom Canada will close the RMA.

### RMA Out-Of-Warranty:

A product whose warranty period has expired or which has been damaged or misused may be determined to be out-of-warranty. If your product is determined to be out-of warranty, the following guidelines are applied.



## Repair or Replacement:

At SecureCom Canada's option, an out-of-warranty product may be repaired or replaced with new or refurbished parts for a fee. Products that have been damaged or misused may be deemed non-repairable at SecureCom Canada's determination. Out-of-warranty repaired or replaced items carry a 90-day warranty. All shipping costs for out-of-warranty repaired and/or replaced items are the responsibility of the customer.

## Repair or Replacement Fees:

Out-of-warranty products offered on the current SecureCom Canada product offering shall be repaired after written approval received from the customer. If the product is not repairable and the customer approves the replacement, the charge for replacement will be the current customer list price.