

Return Material Authorization Procedure (RMA)

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This document outlines ad notam's Return Material Authorization (RMA) process.

1. Standard Hardware Warranty Policy

The length of a warranty term may differ between product lines. For details, please see the specific warranty information for your product.

2. Tech Support Contact

If you require support or you need to return an item to ad notam for any reason, you must contact ad notam Customer Support via contact form available on ad notam website to verify product failure. For each inquiry, Customer Support Representative will allocate Support Information Number (SI). SI number is unique and identifies each RMA and support case. If the ad notam Customer Support Representative cannot resolve the issue by remote support methods, the customer will be informed about the necessity of the return of the goods to ad notam for inspection and repair. Ad notam Customer Support Representative will send to the customer return note, which must be used with returned equipment.

3. Allocation of Support (SI) number

The following information is required to assign an SI number.

- a. Dealer information -- where the item was purchased
- b. Your Phone Number
- c. Your Email Address
- d. Product Model, Article or Part Number
- e. Product Serial Number
- f. Purchasing date
- g. Receipt/Proof of purchase
- h. Detailed Description of Failure or Problem

If for any reasons, contact form will not be filled out completely or description of issue will be insufficient, such inquiry may receive lower priority in support processing queue, additionally in most cases, Customer Support Representative will demand complementation of missing data before allocation of SI and beginning support.

If no SI number has been assigned prior to arrival of goods, or return note will not be attached to outside surface of the parcel, ad notam is entitled to charge for an administration fee in the amount of 75 Euro.

4. RMA Confirmation

Requests for RMA are typically processed during working day, between 9:00 to 18:00 CET. RMA Confirmation will be accomplished by e-mail. ad notam technical support representative will send the return note with assigned SI number. Copy of this document must be placed in the packaging when the product is returned. Once RMA is confirmed and return note sent, defective item must be returned to ad notam within 21 days unless ad notam support representative specified otherwise.

5. RMA Return Shipment

5.1. Packaging

Original packaging should be used if available to minimize the potential for shipment damage. If items are damaged during return shipment due to insufficient packaging, it will be left to ad notam's discretion to determine whether or not the product is repairable.

Please follow these guidelines when returning product to ad notam:

- a. Use the products original packaging if still available
- b. Ship the RMA items via traceable means
- c. Attach return note to the package, additionally write the SI number on at least two (2) outside surfaces of each return package.
- d. Write SI number on the Air Waybill or Shipper

5.2. Address

All RMA packages should be shipped to the address mentioned on the return note, unless ad notam support representative specified otherwise.

5.3. Tracking

All RMA returned items must be sent via traceable means. Be sure to retain the tracking information for your records. The customer is responsible for the product until it is received by ad notam.

5.4. Delivery Charges

The customer is responsible for paying shipment charges when returning the product to ad notam. ad notam will pay for shipment of the repaired items back to the customer if the product is under warranty.

6. RMA Turnaround Time

6.1. Standard

If covered by warranty condition, ad notam will repair the product within the shortest time possible.

6.2. Exceptional

For unusual cases RMA processing may take up to several weeks depending on the complexity of the damage and other factors.

6.3. DOA (Dead-on-Arrival)

Dead-on-Arrival (DOA) must be reported within fourteen (14) days from receipt of the items. Ad notam will repair or replace defective items within (14) days from receipt of returned items.

7. EOL End of Life Policy

End of Product Life Cycle is described in "ad notam EOL policy" available on ad notam website.

8. Advance Replacement

Advance Replacement is only available for items, such as monitors or power adaptors and not available for Tailored Solutions. Decision about advance replacement is left to ad notam's discretion. The product that is shipped to the customer may be new or refurbished but will be certified functionally equivalent to the original product and will be warranted for the remainder of the original warranty or ninety (90) days whichever expires later. For each item replaced in advance, customer will be invoiced according to his Payment Terms. Defective item has to be returned within 15 business days after receipt of the replacement item, otherwise ad notam is entitled not to credit equipment sent in advance. Once the customer's item is returned, and its failure found covered by warranty, a credit note will be issued to the customer within 15 business days from receipt of returned item. All shipping costs including taxes and other fees related to advance replacement process are the responsibility of the customer. Returned product must be free of mechanical damages and equipped with all original accessories, unless ad notam support representative specified otherwise.

9. RMA Repair and Test Procedures

9.1 RMA Inspection

All items returned under valid SI number will be repaired, or at ad notam'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 described below.

Out-of-Warranty repaired items carry a ninety (90) day warranty. In-Warranty repaired items are warranted for the remainder of the original warranty or ninety (90) days, whichever expires later.

9.2 RMA Tracking and Feedback

Make sure you have your reference number (SI number) when contacting us for an update on the repair.

Information of the repair will be attached by default to the returned equipment or will be sent via email on demand.

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9.3 RMA Non-Failure

If no failure is discovered in the returned product, ad notam is entitled to charge an inspection fee in the amount of 75 Euro. In such case the customer is obligated to collect the goods at his expenses.

10. RMA Closing Procedure

If ad notam has not received from the customer items reported for RMA, or information requested by Customer Support Representative within thirty (30) days from the SI assignment date, the RMA case will be closed. ad notam may refuse to accept any packages without an open, valid SI number appearing on at least 2 surfaces on the box/packaging and reference to the SI number on the shipper or air waybill. Only the specific items listed on the SI will be accepted. All other items will be returned to the customer at customer's expense, or customer will be informed to collect his goods from ad notam warehouse. Items repaired under warranty will be sent back to the confirmed return address on condition that the item has been sent to ad notam in the original packaging, or packaging, which ensure safety of items during transport. If not, ad notam might ask you to have the unit collected at ad notam. Out of warranty items must be collected by the customer at his expenses, damaged product policy apply. After return shipment of a repaired/replacement part to the customer or collection of the goods by customer, ad notam will close the SI. Goods will be scrapped after 3 months if not collected or if repair quotation has not been approved within this time.

11. RMA Out-Of-Warranty

A product whose warranty period has expired or which has been damaged or misused will be determined to be out-of-warranty. If your product is determined to be out-of warranty, the following guidelines are applied. Please check our "Damaged Goods Policy" for details. At ad notam's option, an out-of-warranty product may be repaired or replaced with new or refurbished parts for a fee. A repair cost proposal will be forwarded for approval. Ad notam will initiate no repair before the written cost approval has been received from the customer. If a repair cost proposal is refused by customer, or product is deemed non-repairable, ad notam is entitled to charge an inspection fee in the amount of 75 Euro. In such case customer is obligated to collect the goods from ad notam repair facility. Products that have been damaged or misused may be deemed non-repairable at ad notam's discretion. 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.