



## RLE Technologies Return Materials Authorization (RMA) Process

RLE Technologies' Return Materials Authorization (RMA) process assists our customers when they have a claim against their product's warranty, when they have problems with their product outside the specified warranty period, and when they need to return surplus equipment.

If a customer has over-purchased materials and needs to return unopened, unused product, a RMA number is required. Unopened, unused products returned within 90 days of receipt are subject to a 20% restocking fee.

When a customer experiences a problem with an RLE product, they should first and foremost use the support tools and documentation shipped with their product and available at <http://www.rletech.com> to troubleshoot and resolve their issues. After they exhaust this avenue, they are encouraged to contact Technical Support using the contact information at <http://www.rletech.com/contact>

When a customer contacts Technical Support, the following process occurs:

- Technical Support works to diagnose and resolve the problem remotely.
- If the problem cannot be solved remotely, Technical Support issues an RMA number to identify and track the return/repair of the product.
  - An RMA number is valid for 30 days from the date of issue.
- The product is returned to RLE Technologies, 104 Racquette Drive, Fort Collins, CO, 80524, unless otherwise directed by Technical Support.
  - The customer must return the defective product in proper packaging.
  - The customer is responsible for any damage or destruction of the product caused by improper packaging or handling.
  - The RMA number must be placed visibly and clearly on all shipping documentation, associated correspondence, and all shipping containers.
- Upon receipt of the product, each RMA must be reviewed and confirmed by RLE Technologies Technical Support, Sales Support, and the Manufacturing & Operations Manager.
- Upon confirmation of the RMA, Technical Support logs the product, analyzes the problem, and repairs the product within ten business days (excluding weekend days) of receipt at RLE.
  - If the product and its associated problem is not covered under RLE's factory warranty or the customer's pre-purchased extended service plan, the customer is charged for materials and labor incurred in the resolution, as well as UPS ground return shipping.
- Once the repair is complete, Technical Support repackages the product for return to the customer, communicates the resolution to the customer, and closes the RMA.
- RLE is responsible for UPS ground return shipping on products covered under RLE's factory warranty or an extended service plan.
- Used products and products returned beyond 90 days of receipt are subject an additional restocking fee.

Version 1.2; Revised 11-01-13