

**Resellers Returns Materials Authorisation (RMA)**  
**Policy and Procedures**

## Document Change Record

Rev	Date	Changes
1.0	12/10/16	Release of Document.
1.1	09/01/17	Corrections

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## 1 Introduction.

This document defines the RMA policy and procedures to be used between Kinetix and their approved Resellers. The policies defines the requirements that need to be used for the following types of return:-

- DOA (Dead On Arrival)
- In Warranty
- Out of Warranty Returns
- General refurbishment of Kinetix products.

The Dead on Arrival (DOA) period for all Kinetix products covers the initial Installation after which, the In Warranty period applies.

If a unit is a DOA a new unit will be sent as a replacement once obtaining an RMA number.

In general warranty period for Kinetix products returned for factory repair expires 12 months after the initial Despatch Date of the product to the Reseller.

All extended warranty that is offered for all products after the initial standard period of 12 months covers manufacturing faults and component defects. It does not cover wear and tear, physical damage, or problems associated with the network or platform it is connected to.

All products that are returned for factory repair will be on a 10-working day turnaround best Intentions. The first day being the day after the product arrives at the Kinetix designated Repair Centre.

Kinetix also offers an advance replacement service, where a fully refurbished unit, boxed as new, can be supplied on request. This service will only apply to those units that are within the defined Warranty period. The Warranty period of a replacement unit will be the balance of the 12-month warranty remaining on the returned unit

Kinetix will cover standard costs associated with returns to the reseller.

Kinetix reserves the right to charge any costs associated with units that have been classified as “No Fault Found” or are deemed to be caused due to “End User Damage” at their discretion. Kinetix reserves the right to charge any costs associated with any item that is deemed to have been tampered with in any way, shape or form.

**For ALL Returns contact the Kinetix Customer Service to obtain an RMA Number. A unique RMA number will be allocated to each product being returned. This applies to all returns whether In/Out of Warranty.**

**Email: [customerservice@ISIPgateway.co.uk](mailto:customerservice@ISIPgateway.co.uk)**

## 2. DOA Returns

- 2.1 A unit is classified as a Dead on Arrival (DOA) Return if it is faulty during initial installation.
- 2.2 An authorised member of the Reseller obtains an RMA number from Kinetix by providing details of the DOA product. The replacement unit will be despatched directly to the address nominated by the reseller within 24 hours of Kinetix providing an RMA Number, The replacement unit will be a new off the shelf unit, to the latest software and hardware level.
- 2.3 Upon receipt of the RMA number the reseller arranges for the RMA(s) to be returned to the Kinetix designated Repair Centre within 10 days. After this period, if the original RMA unit has not been returned, the reseller will be invoiced the replacement unit at the current price list. If the RMA(s) is then returned after this 10-day period the unit will be repaired and returned to the Reseller.
- 2.4 Kinetix reserves the right to charge the Reseller for any unit that is classified as a No Fault Found (NFF). Please refer to section 5 for more information regarding a No Fault Found (NFF).
- 2.5 Kinetix reserves the right to charge the Reseller for any unit that has become faulty as a result of “End User Damage.” Please refer to section 7 for more information regarding “End User Damage”.
- 2.6 Kinetix reserves the right to charge the Reseller if on arrival at the Kinetix designated Repair Centre any of the units’ original contents are missing. Please refer to section 9.1 for missing item costs.
- 2.7 If any product is damaged in transit to/from the Kinetix designated Repair Centre, the procedures set out in section 6 (Procedure for Goods Damaged in Transit) will require to be followed.
- 2.8 An RMA will be treated as an “Out of Warranty” repair if it is found that either the Unit Serial Number label is missing or it has been tampered with. Please refer to section 5 for more information regarding “Out of Warranty” repair.
- If the RMA is classified as an “Out of Warranty” repair, Kinetix will contact the Reseller to advise them that the returned RMA is an “Out of Warranty” repair. The Reseller must then inform Kinetix as to whether the unit is to be:
- a) repaired as an Out of Warranty repair.
  - b) returned to the Reseller/Customer un-repaired.
- 2.9 All costs associated with returns to the Kinetix Return Centre will be covered by the reseller.

### **3 Warranty Returns**

- 3.1 A unit is classified as a Warranty Return if: -
- It is faulty and is within the agreed warranty period of 12 months of Despatch.
- 3.2 An authorised member of the Reseller obtains an RMA number from Kinetix by providing details of the DOA product.
- 3.3 All products that are returned for factory repair will be on a 10-day turnaround. The first day being the day after the product arrives at the Kinetix designated Repair Centre.
- 3.4 Kinetix also offers an advance replacement service, where a fully refurbished unit which contains the latest software and hardware revisions and boxed as new with all contents can be supplied on request. This service will only apply to those units that are within the defined Warranty period. The Warranty period of replacement unit will be the balance of the 12-month warranty remaining on the returned unit.
- 3.5 The Advance replacement unit will be despatched directly to the address nominated by the reseller on the day the RMA is logged.
- 3.6 It is required that all RMA(s) are returned to the Kinetix designated Repair Centre with all original contents within 10 days. After this period if an advance replacement unit has been despatched and the original RMA unit has not been returned the reseller will be invoiced for the replacement unit at their authorised discount level.
- 3.7 The replacement unit will be despatched directly to the address nominated by the reseller on the day the RMA is logged (this service only applies to units within the agreed warranty period).
- 3.8 Kinetix reserves the right to charge the Reseller for any unit that is classified as a No Fault Found (NFF). Please refer to section 5 for more information regarding a No Fault Found (NFF).
- 3.9 Kinetix reserves the right to charge the Reseller for any unit that has become faulty as a result of “End User Damage.” Please refer to section 7 for more information regarding “End User Damage”.
- 3.11 Kinetix reserve the right to charge the Reseller if on arrival at the Kinetix Repair Centre any of the units original contents are missing. Please refer to section 9.1 for missing item costs.
- 3.12 If any product is damaged in transit to/from the Kinetix Repair Centre, the procedures set out in section 6 (Procedure for Goods Damaged in Transit) will require to be followed.
- 3.13 If any product is damaged in transit to/from the Kinetix Repair Centre, the procedures set out in section 6 (Procedure for Goods Damaged in Transit) will require to be followed.
- 3.14 An RMA will be treated as an “Out of Warranty” repair if it is found that either the Unit

Serial Number label is missing or it has been tampered with. Please refer to section 5 for more information regarding “Out of Warranty” repair.

If the RMA is classified as an “Out of Warranty” repair, Kinetix will contact the Reseller to advise them that the returned RMA is an “Out of Warranty” repair. The Reseller must then inform Kinetix as to whether the unit is to be:

- a) repaired as an Out of Warranty repair.
- Or b) returned to the Reseller/Customer un-repaired.

3.14 All costs associated with returns to the Kinetix Return Centre will be covered by the reseller.

## **4 Out of Warranty Returns**

4.1 A unit is classified as an Out of Warranty Repair if: -

- if it is found that either the Unit serial number label is missing or it has been tampered with.

4.2.1 An authorised member of the Reseller obtains an RMA number by emailing customerservice@ISIPgateway.co.uk and then arranges for the RMA(s) to be uplifted and returned to the Kinetix repair centre. All Products that exhibits a fault after the agreed Warranty Period of 12 months must be returned as an Out of Warranty Repair.

4.3 It is required that a RMA number is obtained before the unit is returned to the Kinetix Repair Centre.

4.4 All products that are returned for factory repair will be on a 10-day turnaround. The first day being the day after the product arrives at the Kinetix Repair Centre.

4.5 All Out of Warranty repairs will be shipped back to the Reseller in a new, fully labelled box. The only contents that are returned will be the ones that were received when the product arrived at the Kinetix Repair Centre.

4.6 For all Out Of Warranty repairs a Purchase Order is required to be sent to Kinetix to cover the cost of the repair.

4.7 If a unit is returned for repair that is Out of Warranty and no Purchase Order has been received by Kinetix:

4.7.1 Kinetix will inform the Reseller that a Purchase Order is required before repairs can start.

4.7.2 The Reseller will be required to provide Kinetix with a Purchase Order to cover the cost of the Out of Warranty repair.

4.7.3 Kinetix will authorise the repair of the unit to commence on receiving the Purchase Order to cover the cost of the Out of Warranty Repair.

- 4.8 If on investigation it is deemed that the RMA is Beyond Economical Repair (BER), the reseller will be contacted. Kinetix will then arrange for the RMA to be returned to the reseller un-repaired.
- 4.9 As soon as the RMA(s) is despatched from the Kinetix Repair Centre, Kinetix will send an E-mail advising that the unit has been despatched. The E-Mail will indicate the following:-
- RMA Number.
  - Product ID of unit returned to Kinetix referencing serial number.
  - Product ID of replacement unit referencing serial number (If applicable).
  - Date & Time of despatch.
  - Tracking Number and Name of Courier.
- 4.10 If any product is damaged in transit to/from the Kinetix Repair Centre, the procedures set out in Section 7 (Procedure for Goods Damaged in Transit) will require to be followed.
- 4.11 All costs associated with returns to the Kinetix Return Centre will be covered by the reseller.
- 4.12 An OOW repair once repaired and sent back to the Reseller will carry a 6 month Warranty.

## **5 No Fault Found**

A unit is classified as a No Fault Found if the Kinetix Repair Centre are unable to find any fault.

Kinetix reserves the right to charge the Reseller for any unit that is categorised as a No Fault Found (NFF).

- 5.1 A unit is categorised as a “No Fault Found” when:
- a) The unit does not appear to exhibit the fault intimated on the RMA Form.
  - b) The unit has become faulty as a result of an incorrectly administrated upgrade.
  - c) The unit does not exhibit any fault when tested.
- 5.2 For all costs associated with No Fault Found charge please refer to section **9.2** for more information.

## **6 Goods Damaged in Transit**

### **6.1 Goods Received at the Kinetix Repair Centre.**

6.1.1 All RMA(s) on arrival to the Kinetix Repair Centre will undergo a full inspection. If upon inspection, the returned RMA(s) is damaged due to poor transportation / packaging, the Reseller will be informed.

6.1.2 The reseller will then be required to inform Kinetix what action to carry out, either:

- a) Repair the original fault as requested and the damage caused by the poor packaging (in this case a separate quote will be provided to the reseller for the costs to cover the damages).
- OR b) Return the unit un-repaired in the same state as received to the Reseller.

6.1.3 If the Reseller requests option a) A Purchase order will be required to be sent to Kinetix to cover the cost of the damage.

6.1.4 If the Reseller requests option b), Kinetix will return the unit back and raise an invoice to cover the administration cost. In the case where a advance replacement has been sent Kinetix will raise an invoice to cover the cost of the advance replacement at their authorised discount level.

6.1.5 If damaged returns are frequently being received to the Kinetix Repair Centre and the Reseller does not accept the cost of covering damages caused by transportation, Kinetix will consider sending replacements on arrival of the returned product and not in advance.

### **6.2 Goods received by The Reseller.**

6.2.1 If on arrival any product is damaged in transit from Kinetix to the Reseller, Kinetix must be informed immediately.

6.2.2 The Reseller should place the damaged unit along with the original contents in a suitable box, obtain an RMA number and return the unit to the Kinetix Repair Centre.

6.2.3 Kinetix will ship a replacement unit to the Reseller for a next day delivery.



## 7 End User Damage.

If upon inspection at the Kinetix Repair Centre any product has been found to be damaged due to End User misuse/abuse, Kinetix will provide a quote for the damages.

There are two main groupings of “End User Damage”: -

- a) External End User Damage (Damage to mechanical parts)
- and b) Internal End User Damage (Damage to Electronic Board)

External End User Damage is defined as: -

- Marking on any of the Product(s) paintwork.
- Damage to any of the Product(s) metal parts.
- Damage to any of the Product(s) plastic parts.
- Missing Lid
- Missing feet.
- Damage to LCD
- Broken or damaged connectors.
- Broken or damaged switches.
- Missing screws.
- Modification of the unit in any shape or form, (Adding any extra labels or Identification to the product that was original not there or part of the product specification).
- Missing or Damaged LEDs.

Internal End User Damage is defined as: -

- Damages to the PCB (Printed Circuit Board) due to non Kinetix Repair Engineers trying to repair / upgrade PCB
- Damage due to broken PCBs.
- Damage caused by connection to wrong PSU.
- Damage due to lightning damage.
- Damage caused by operating the unit outside it’s specified operating conditions.

- 7.1 If the Reseller accepts to cover the costs of the damage caused, a purchase order is required to be sent to Kinetix to cover the cost of the repair.
- 7.2 If the Reseller does not wish to proceed with the repair, the unit will be returned as received.
- 7.3 All repairs to the unit will commence once a Purchase Order has been received.
- 7.4 Once repairs have been completed Kinetix will invoice the Reseller for the costs of repairing the damage (or replacing the unit).

## 8 Refurbishment

8.1 Kinetix offers two levels of Refurbishment, PART Refurbishment and a FULL Refurbishment: -

*The PART Refurbishment consists of the following:*

- New Top/Base Moulding
- New Metal Lid/Base
- Replace any Missing Screws/feet
- Update Product software to the latest software suite.
- Fully Test Unit (through normal commissioning process).
- Pack in new fully labelled Box with both unit and box shrink-wrapped.
- New software/documentation CD packed.

*The FULL Refurbishment consists of the following:*

- New Top/Base Moulding
- New Metal Lid/Base
- Replace any Missing Screws / Feet
- Replace any PCB items such as LCD (if required)
- Replace items such as Cables, PSU, PSU Leads
- Update Product software to the latest software suite.
- Fully Test Unit (through normal commissioning process).
- Packed in new fully labelled box with both unit and box shrink-wrapped.
- New software/documentation CD packed.

8.2 The costs associated with a PART Refurbishment are shown in Section **9.3**. All costs associated with a FULL Refurbishment will be quoted on an individual bases. All Refurbished products whether FULL or PART will carry a six-month warranty. If any unit returned for FULL or Part Refurbishment fails the commissioning procedures when tested, Kinetix will immediately inform the Reseller.

8.2.1 If the unit is within the agreed warranty period, the product will be repaired at no extra cost.

8.2.2 If the unit is a Beyond Economical Repair and is within the warranty period, a replacement unit will be despatched to the Reseller from the Kinetix Repair Centre.

8.2.3 If the unit is an Out of Warranty repair, the Out of Warranty policy will be applied. Please refer to section 4 for details regarding Out of Warranty details.

8.2.4 If the Reseller decides he does not wish to proceed with an Out Of Warranty repair the Kinetix Repair Centre will return the unit back to the Reseller.

8.2.5 As soon as the refurbished unit is shipped from the Kinetix Repair Centre, Kinetix will send an E-mail advising that the replacement unit has been despatched. The E-Mail will normally indicate the following:

- RMA / RFB Number.
- Product ID of unit returned to Kinetix referencing serial number.
- Product ID of replacement unit referencing serial number (If applicable).
- Date & Time of despatch.
- Tracking Number and Name of Courier.

8.3 All returns by Kinetix are for a “Next Day Delivery” service.

8.4 All costs associated with returns to the Kinetix Return Centre will be covered by the reseller.

## **9 Costs**

### **9.1 Missing Items.**

9.1.1 The following list defines the amount that will be invoiced to the reseller if it is found that items are missing when the unit is returned as a Warranty / Dead on Arrival (DOA) Return.

<u>Item</u>	<u>Cost</u>
LAN Dongle	£20.00 (Less Standard Discount)

9.1.2 New items will be added to this list as and when required. An updated version of this agreement will be available on the website.

### **9.2 No Fault Found Costs.**

Kinetix reserve the right to pass on a fixed charge of £60.00 to the Reseller if any product they return as an RMA is found to be a NFF.

### **9.3 Refurbishment costs.**

9.3.1 The following list defines the charge associated Part Refurbishment: -

<u>Item</u>	<u>Cost</u>
ISIP 8	£75.00 (No Discount Level applies)
ISIP 30	£75.00 (No Discount Level applies)

9.3.2 The cost for a FULL refurbishment will be on an individual quote bases.

#### **9.4 Administration Costs.**

- 9.4.1 An administrative cost is incurred when a unit is returned for Repair/Refurbishment and is then subsequently returned to the Reseller un-repaired/un-refurbished (at their request).
- 9.4.2 Kinetix reserve the right to pass on a fixed charge of £35:00 for Administration for each applicable item.
- 9.4.3 Kinetix reserve the right to pass on a fixed charge of £35.00 for Administration for each applicable item where a product that has been bought in error and subsequently a credit is requested,

#### **9.5 Out of Warranty Costs.**

- 9.5.1 The following list defines the charge associated with a unit that is repaired Out of Warranty.

<u>Item</u>	<u>Cost</u>
ISIP 8	£105.00 (No Discount Level applies)
ISIP 30	£105.00 (No Discount Level applies)

#### **9.6 End User Damage Costs.**

- 9.6.1 On finding that a unit has sustained “End User Damage” an estimate of the repair charges will be produced. This estimate will then be forwarded to the Reseller.

**10**

**(RMA) Form**

**Note:** - For all Returns please contact customerservice@ISIPgateway.co.uk to obtain an RMA Number.

Please complete the details below and send with the unit(s).

<b>Company Name: -</b> <b>Company Address: -</b>  <b>Contact: -</b> <b>Telephone Number: -</b>
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- Goods cannot be processed without an allocated RMA number
- Each Product being returned is required to have a completed RMA Form

**Note:** When telephoning to request an RMA Number, a clear understanding of the fault must be defined.

When a product is being returned as a DOA /Credit, it must be shipped back in its original Kinetix box including ALL original contents. Failure to comply with this procedure will result in charges for missing items being applied

<b>RMA Number</b>	<b>Product</b>	<b>Items being Returned</b>	<b>Unit Serial Number</b>	<b>Date</b>	<b>Replacement Required</b>

<b>Fault Description</b>

**Returns Address: -**  
Kinetix Repair Centre  
West Clayton  
Hertfordshire  
WD3 5EX