

# **RMA Rules**

**Rev 1.0**

#### DOA, Dead On Arrival

Customer claims for merchandize defect, period of invoice date within 30 days. Customer fills up the RMA Request Form to Broadrack Customer Service (CS). CS replies RMA request with an RMA number and Broadrack's FedEx or UPS account number for return. Customer must put the copy of RMA Request Form with RMA number on the package of return. After customer replies the tracking number of FedEx or UPS then SC could forward the replacement to customer (Cross shipment).

#### Under Warranty Service

Customer claims for merchandize defect and fills up the RMA Request Form to Broadrack Customer Service (CS). CS replies RMA request with an RMA number for return. Customer must put the copy of RMA Request Form with RMA number on the package of return merchandize. Customer pays the freight fee of return merchandize to Broadrack. After repair, Broadrack forwards the merchandize to customer. Then, the RMA request is closed.

#### Out of Warranty Service

Customer claims for merchandize defect but out of warranty period. Customer must fill up the RMA Request Form to Broadrack Customer Service (CS). CS replies RMA request with an RMA number for return. Customer must put the copy of RMA Request Form with RMA number on the package of return merchandize. Customer pays for the freight fee of return merchandize to Broadrack. Broadrack Engineering Service (ES) shall exam and estimate the service charge for repair.

CS confirms with customer for the service charge and repair agreement. After repair, Broadrack forwards the merchandize to customer. Then, the RMA request is closed.

#### Remark:

1. RMA number is valid in 30 days.
2. Return merchandize must be same as customer original claim.
3. Broadrack has the right not to provide any service without RMA request in advance.