

RMA Process & Policy

PLEASE READ THROUGH THIS RMA PROCESS AND POLICY CAREFULLY!!! FAILURE TO FOLLOW THIS PROCEDURE AND POLICY WILL CAUSE DELAYS...

Please return the faulty item to us to:

Allied Telesyn NZ
RMA Department
[Please include your RMA number here]
29 Kings Crescent
Lower Hutt
WELLINGTON

The estimated turn around time for most RMA warranty claims is 3 to 5 working days upon the receipt of the item; this is the best effort basis. This starts when your faulty goods have been returned to Allied Telesyn and is based on the following time line.

FOR GUARANTEED RESPONSE TIME, PLEASE SEE OUR NET.COVER SERVICE:

<http://www.alliedtelesyn.net.nz/Products/netcover.htm>

Day 1

- Items received into our office and forwarded to our RMA Department. We will process to confirm and test a component warranty – *please refer to our RMA Policy.*

Day 2

- If no fault has been found we will contact you by phone or email. An inspection charge may apply to cover our time testing your non faulty component.
- However a service charge will always apply for out-of-warranty items. This may vary depending on how much time it has taken to test your product. Our hourly rate is **\$70.00** + GST.
- If the fault has been confirmed we will continue the process to our “REPAIR PROCEDURE”.

Day 3-5

- Your item will be in the process of REPAIR. We typically try to turn this around within 3 working days; this is the best effort basis. Our system will update you if your item is going to be delayed.
- Net.Cover returns with **Guaranteed Response Time** are available. Please see link below:
<http://www.alliedtelesyn.net.nz/Products/netcover.htm>
- Item ready to collect or courier back to you (depending how you arrange the shipment).

Note: If we couldn't repair the item, we will instruct the distributor to issue a replacement from their stock.

PLEASE ALSO BE AWARE OF THESE CHARGES

1. An Inspection charge will apply for items found to be not faulty. The inspection cost would be **\$70+GST**. The invoice will need to be paid on collection, or before your items are shipped back to you. (A freight charge will also apply for sending back the non faulty item)
2. The service charge will apply for out-of-warranty items. Our hourly rate is **\$70+GST**

Please Note:

Any goods returned that have been found to have been damaged due to incorrect assembly or setup will not be covered by warranty. Your RMA number is valid for 1 month only. Our RMA process is conducted in accordance with the NZ Consumer Guarantees Act.

POLICY

1. Please fill out the RMA APPLICATION FORM and email (rma@alliedtelesyn.net.nz) or fax (04-5664465) it to our RMA Department. A softcopy of the RMA APPLICATION FORM is made available upon request by sending an email to rma@alliedtelesyn.net.nz . Issuance of RMA number is typically done the same day after consultation with helpdesk.
2. All RMA claims must be pre-qualified by our RMA Department.
3. Customer should arrange freight prepaid, and return product to Allied Telesyn in the PROPER shipping container. All RMA returned must have the RMA Number indicated on the carton or parcel. A copy of the RMA form issued by Allied Telesyn and copy of the original Invoice should be sent together with the shipment to Allied Telesyn NZ with the address as stated above. Customer must also advise Allied Telesyn via email or facsimile the shipping details for tracking purposes.
4. Allied Telesyn will charge a fee of NZ\$ 70 +GST if there are no defects or functional failures found. It is also subjected to the same charges if the reported failure in the RMA APPLICATION FORM is differed from what diagnosed.
5. To ensure smooth RMA transaction, customer is to provide the following.
 - a. AT Product Name
 - b. Quantity
 - c. Serial Number
 - d. Nature of fault (**detailed description**). Enclose a copy of the description of the problem, it shows that adequate trouble shooting has been undertaken prior to submitting the unit for RMA.
 - e. Copy of the original Invoice (RMA can not be processed without this)

Warranties will be considered **VOID** if inspection found that product had been tampered or altered without authority.

6. Allied Telesyn will check all returned product against packing list, RMA and all documentation.
7. Remaining Product Warranty:
 - a. In Warranty Unit:

In Warranty replacement units will have a warranty period of

 - The balance of the warranty for the specific product or
 - 90 days from the date replacement unit is shipped from Allied Telesyn, or whichever is greater.
 - b. Out Of Warranty Unit:

An Out of Warranty unit will have a warranty period of 90 days from the date repaired unit is shipped from Allied Telesyn.
8. An Allied Telesyn product that fails after expiration of the warranty period for the specification product is an **Out-of-Warranty unit**. If the Customer wishes to have the unit repaired, a purchase order is required. Customer should arrange freight prepaid and return product to Allied Telesyn in container, with the proper protection against damage while in transit. Allied Telesyn will return the repaired unit once the repaired is completed. Repaired products will be sent to the Customer via the courier or freight company arranged by Customer.
9. **DOA item**- Distributor will replace the item from its own stock. Product is deemed as DOA up to 5 working days from shipment from Distributor to Customer. Customer contacts Distributor for RMA on DOA item. Distributor is to issue the advanced replacement; customer sends the item to ATNZ Lower Hutt.