RMA AND WARRANTY PROCESS

Service Takes First Call
Reseller’s Customer Service takes first-call from their end-user customer.
Was the issue resolved?

Contact Customer Care
Reseller’s Customer Service contacts our Customer Care for additional hardware trouble-shooting support, and to obtain an RMA number.

Satisfied End Customer
No further action is required.

Yes

System (Depot) Repair
Unit ships directly to the designated Customer Care repair facility via shipping method determined by the customer.

System Arrives
Customer Care performs repairs, 3–5 business days.

Satisfied End Customer
No further action is required.

NO

Speed Up Response Time With This Information
1. Serial number of the equipment requiring service (if applicable)
2. Description of the problem including any pop up information
3. Name and telephone number of the person placing the call (if different from contact name)
4. Make and model of the equipment requiring service

What is needed?

Ships Overnight
Replacement part ships for delivery the following business day.

Ships Ground
Replacement part ships the same day if received by the shipping cutoff time.

Part Arrives
Reseller takes out failed part and repairs system with replacement part.

NO

Replacement Part
Was Red Depot purchased?

Return Failed Part
Once the replacement part arrives on-site the customer or end-user will return the failed part to our Customer Care repair depot using the issued RMA.

Satisfied End Customer
No further action is required.

Return System
Customer Care returns unit by ground shipping unless the customer wishes to upgrade the shipping method.

Satisfied End Customer
No further action is required.

YES

Replacement parts/units will process an invoice/credit against the Reseller’s account to insure proper accounting and tracking. In most cases, this will be transparent to their team as invoices are not generated. If parts remain outstanding beyond 30 days, an invoice will be generated as a means of triggering Reseller’s involvement in securing the outstanding parts/units. If items remain outstanding beyond 60 days, we will require prompt payment in order to keep the Reseller’s account in good standing. We will work with their team if additional information is needed for the pass-through billing to their customer.