



RMA Procedure

Return Material Authorization (RMA) Procedure

A Return Material Authorization (RMA) is required from AWID in order for you to return a unit for repair or replacement. AWID will provide you with an RMA number and shipping instructions. The RMA form must accompany the return unit and the RMA number must be prominently displayed on the shipping container and referenced on all correspondence pertaining to the returned product.

Before attempting to obtain an RMA number, it is recommended that you first speak with an AWID Technical Support Specialist to be sure that the product really has a problem. Some percentages of products returned to AWID actually have no problems. Most of these cases are due to errors in another device connected to the input or output of the AWID device. Following this step can save you a lot of time as well as shipping costs.

AWID Technical Support can be reached via phone 1-408-825-1100 Option 1 or email at support@awid.com

If it is determined that you have a real functional problem, please follow the procedure below:

To return a product for Credit or Exchange:

Please contact the company from which you purchased the item. The customer that actually purchased the AWID product from AWID and not the end user or installer is required to contact AWID. Please contact the **AWID Customer Service Department** at: 1-408-825-1100 or by Fax at (408) 782-7402 or you may email us at orders@awid.com

To return a product for repair:

1. Verify with Technical Support that the product is not working first, see above for contact details.
2. Contact AWID RMA Department by email masupport@awid.com or by phone 1-408-825-1100 (Option 2) to receive an RMA number.
3. Suitably package the item and enclose the RMA form that was emailed to you.
4. Ship your return to:

AWID
 RMA # _____
 18300 Sutter Blvd.
 Morgan Hill, CA. 95037
 USA

5. Allow 10 – 15 business days for the repair to be completed. If needed, the RMA technician will contact you to discuss status.

Conditions:

1. Replacement products that AWID supplies shall hold the balance of the Limited Warranty that was offered with AWID’s original shipment to the customer.
2. Customer is responsible for freight charges when sending the RMA return to AWID.
3. AWID pays freight charges for the return of a warranty repair or replacement back to the customer. AWID will ship returned products by standard UPS ground (5 – 7 business days). Customer will be billed for freight charges for priority shipment.
4. The customer will be given a written estimate of repair charges (including parts and labor) for authorization prior to any work being performed for returned products not covered under warranty.
5. Repaired product out of warranty will carry a 90 warranty on parts and workmanship.
6. It is the sole discretion of AWID to authorize an advance warranty replacement. AWID will determine if advance replacement products shall be new or refurbished products that are equivalent to the customer’s existing products.
7. AWID reserves the right to refuse warranty service if product is deemed abused, miss-used or tampered with.