

# RMA Policy and Repair Process

Ver. 1.0

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## 1. Overview

The purpose of this document is to describe the Return Merchandise Authorization (RMA) policy and procedure for products purchased from Technity Solutions Inc. (“Technity”). This policy applies to the products purchased directly from Technity and its subsidiaries, covering most of our hardware product lines, except for the independent policies applicable to specific categories of products.

## 2. Warranty Periods

Eligibility for RMA is subject to the terms outlined in Technity’s warranty policy for all products and is dependent on the warranty period and date of purchase. Technity’s warranty term for hardware products is one (1) year after delivery.

## 3. RMA Policy and Repair Process

1. To submit an RMA request, customer must contact Technity’s Technical Support Department (support@technitysolutions.com or +1 774-462-0100). RMA requests will be reviewed and approved on a case by case basis, dependent on the terms of the warranty agreement.
2. If the warranty period has expired, and/or the product has reached its end of sale stage, Technity Support will direct customer to the dedicate Sales office, where service or an alternative replacement product will be offered.
3. If the RMA request is approved, the Technity RMA team will assign customer an RMA number. Customer will be provided with shipping instructions to send the faulty product to a Technity repair center. Please refer to section 5 for shipping responsibility.
4. Warranty validity will be determined upon initial inspection of the returned product. If the warranty provisions herein do not cover the returned Product, customer will be contacted before commencement of the repair work.
5. Customer will review the inspection results and have the option to issue a purchase order to Technity for repair work and will be referenced on all subsequent invoices. Customer may be advised if out of warranty product is deemed beyond economical repair, the Product shall be returned as received (if requested), and customer, will have an option to purchase a re-conditioned or used product (if available).

6. If Fault is determined and the warranty has not been voided, the in-warranty repair process will be commenced.
  
7. In an effort to reduce turnaround time, Technity may communicate with customer to propose the exchange the faulty product with refurbished/used replacement product using Technity's inventory to replace the original products.

## **4. Advanced RMA**

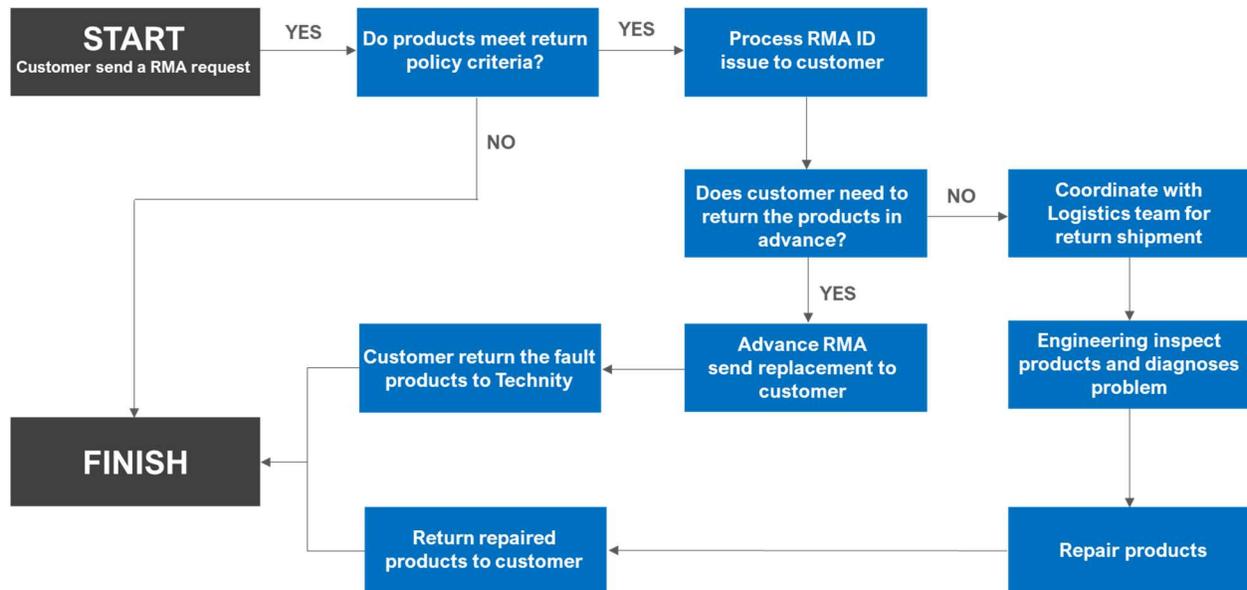
1. Customer may request an "Advanced RMA." Advanced RMA is subject to approval at the sole discretion of the Technity sales/support team. If approved the RMA department will process and send a refurbished/replacement product to the customer prior to the return of the faulty product (subject to availability). Upon receipt of the replacement, the customer is required to return the original product to Technity, where it may be repaired and placed into inventory for future used by Technity.
  
2. Technity reserves the right to decline a request for an Advance RMA from customer who has not returned an original product after receiving an Advance RMA unit from Technity at any time. This does not, in any way, limit Technity's sole discretion to honor an Advance RMA request as stated above.

## **5. Shipping Policy**

1. All Warranty and Non-Warranty Product returned to Technity require an RMA number before shipping to the Technity's Service Center (in USA, address to be informed with RMA number). Customer will provide the following shipping instruction:
  - Model Number
  - Serial Number
  - Detailed Failure Information
  - Return Shipping Address
  
2. All returned goods must have the RMA number marked on the outside of the shipping carton(s).
  
3. The product shall be shipped to Technity's repair center at the expense of the customer.

- Product returned for repair/replacement must be shipped in its original packaging or some other suitable protective packaging. If the product is damaged in transit due to improper packaging, the products will no longer be subject to the warranty provisions herein.

## 6. RMA Workflow



## 7. General

Technity reserves the right to modify this RMA Policy and Process Notice at any time by notifying the customer accordingly. For further information, please contact Technity relevant Department.

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