



MAINPINE
The Multiport Specialist

Return Materials Authorisation

Mainpine RMA Policy and Process PD0002-100204

1: Policy

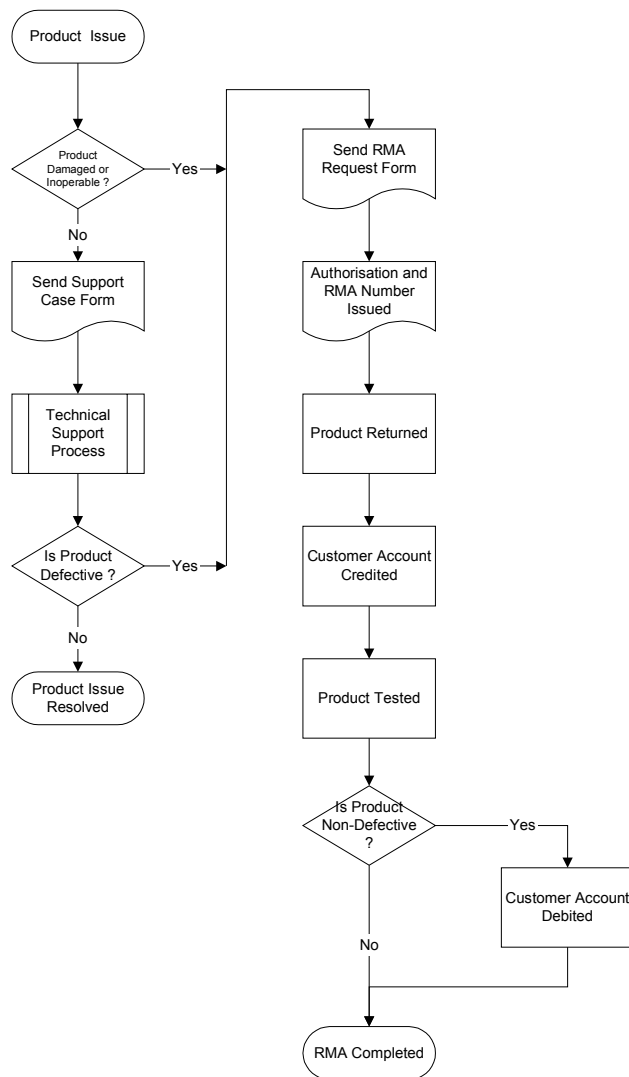
Mainpine endeavour to achieve the following goals when managing product issues and Return Materials Authorisation (RMA):

- Investigate reported product issues to either:
 1. resolve "in the field" or,
 2. clearly identify a defective product for RMA
- Provide a clear RMA Process for Customers to follow
- Respond to RMA Requests within 24 hours of receipt
- Report on testing of RMA'd product within 10 working days of receipt

2: Process

1.1: Overview

The Mainpine Product Issue and RMA Process is defined by the following flowchart and detail sections.



1.2: Product Issue

- A problem or issue has occurred with a supplied product and customer wishes to resolve it

1.3: Product Damaged or Inoperable ?

- An RMA may be requested for the following clearly recognisable reasons:
 - Product is visibly damaged
 - Product does not function when installed

1.4: Send Support Case Form

- If product is operable, then the product issue is initially investigated as a technical support case
- The following form is used to gather information on the issue being reported: Support Case Form (*available online, or by request*)

1.5: Technical Support Process

- The Technical Support Process is followed to gather information and investigate the reported issue
- In addition to the Support Case Form, User Diagnostics may be issued to gather further product information

1.6: Is Product Defective ?

- There are various outcomes from this investigation:
 - issue is easily resolved
 - product is considered defective

1.7: Product Issue Resolved

- If issue is resolved, then Support Case is closed and process ends.

1.8: Send RMA Request Form

- Once product has been identified as defective, then Customer requests a Return Materials Authorisation
- Request is submitted using either email, fax or mail by completing the following form: RMA Request Form (*available online or by request*)

1.9: Authorisation and RMA Number Issued

- Authorisation is granted by the supplier on receipt of a valid RMA Request
- Authorisation is issued via email or fax and takes the form of an RMA number
- Supplier will confirm preferred carrier and account details for the product to be returned

1.10: Product Returned

- When RMA number has been received, Customer then ships the product back to the supplier:
 - product packaging is clearly labelled with the RMA number
 - entire product is returned, including accessories and documentation
 - where possible Customer will notify Supplier of product return including product shipping code to track delivery

1.11: Customer Account Credited

- Customer account is credited with the one replacement product, less the following:
 - cost of replacing missing items

1.12: Product Tested

- Supplier carries out the following:
 - production test of returned product

1.13: Is Product Non-Defective ?

- If on testing, the product is found to be operational in contradiction to the reason given for the return, then the product is considered Non-Defective

1.14: Customer Account Debited

- Customer account is debited with the following items:
 - 25% of purchase price for refurbishing of non-defective products
 - cost of repairing out-of-warranty damage

1.15: RMA Completed

- Customer is notified of the result and of the amount credited to their account
- RMA is closed and process ends.