

RMA – Return Material Authorization

In order to facilitate the RMA submission process, Micronet provides a standard RMA Form to be filled out Online or Offline, and then sent to the Micronet RMA control system. By submitting the RMA form, our customers notify us about problems experienced with the products that might require repair or replacement. Following the RMA submission, Micronet provides the customers with the suggested action that may be taken before sending the equipment.

All details are essential for the completion of the RMA, therefore you are kindly requested to fill out all mandatory fields with no exceptions.

RMA Confirmation

Receipt of approval for repair (RMA number and shipping instructions) issued by Micronet's Service Department to be received by the customer via email, please read this form's content Carefully before signing and approve as it includes a price estimate for the service offered including some additional terms & conditions. Once this confirmation is approved and signed, please send it back to Micronet by email - RMA@micronet-inc.com

Delivery Procedure

- Pack equipment in such a way that it is well protected from any possible damage.
- Try to minimize the number of packages (one is preferable) and ship (all) package(s) in the same dispatch.
- The following papers MUST be enclosed with the package in such way that they will be accessible and noticeable from the outside:
 - RMA confirmation
 - RMA application/s.
- A proforma invoice describing the content of the package along with the serial numbers including each terminal's estimated value for customs, stating clearly that this is "Value for customs only".

Mark the package(s) "FRAGILE – HANDLE WITH CARE" and ensure its resistance to physical wear and tear and to potential water damage.

Important Note: Do not use paper to pad the package unless the units are wrapped with nylon fold.

Repair Procedure & Return Shipment

- Once shipment has arrived at Micronet, you will be notified.
- Upon its arrival, your equipment will be thoroughly checked in order to diagnose all possible faults.
- A quotation of the repair ESTIMATE, will be issued.
- The customer should approve the repair estimate quotation. Once the repair has been approved, Micronet will repair the units, and once completed, your equipment will be rechecked to ensure proper functionality.
- Should repair costs exceed the original estimate (per unit) by more than 25%, you will be notified and a revised quotation will be sent for your approval.
- Once the repair is completed and units tested, your equipment will be packed and returned to you Via "EMS" service or to your request will be attached to an already due shipment intended to your company.
- You will be notified of the shipment's relevant details (such as date of shipping, tracking number and details of courier) via Email.
- Kindly note that following the above mentioned guidelines and procedures stated at RMA form will ensure the customer receives effective, timely and satisfactory service.

