

Service Policy

General

Micronet service policy includes repair or replace of defective units based on Micronet sole decision on a case-by-case bases.

The main principals are:

1. Report.
2. Review.
3. Replace\Repair.
4. Buffer stock.

Service process

1. Detailed customer report of suspected defective unit. (please use Micronet standard form).
2. Micronet review of the report and decide the below:
 - a. Is it a support or service issue (in case of support – redirect it to the support team).
 - b. Is it under warranty.
 - c. Repair or replace.
 - d. RMA# for the suspected defective unit.
3. Replace:
 - a. Customer shall buy a buffer stock.
 - b. Upon Micronet approval, customer shall replace the suspected defective unit by an alternative unit from the buffer stock.
 - c. The suspected defective unit shall be packed properly (with all relevant documentation) and stored by the customer. Upon reaching 70 suspected defective units the customer shall pack them in a secured and optimize way and ship them back to Micronet.
 - d. Upon receiving the suspected defective units, Micronet will review them and report the findings.
 - i. Unit is defective and under warranty – Micronet will replace the device in buffer stock with next shipment.
 - ii. Unit is defective but not under warranty – Micronet will evaluate the repair cost and send an estimated quotation to the customer.
 1. The customer will decide:
 - a. Approve the estimate quotation (and up to 25% increase)- Micronet will repair the units.
 - i. Upon completion, the equipment will be rechecked and retested to ensure proper functionality.
 - ii. Shall the repair costs exceed the original estimate by more than 25%. A revised quotation will be sent for your approval.
 - b. Scrap it. The customer shall order a new device to fill up the buffer stock.
 - iii. Unit is not defective – Micronet will ship it back to the customer with the next shipment.
4. Repair:
 - a. The suspected defective unit shall be packed properly (with all relevant documentation) and stored by the customer. Upon reaching 70 suspected defective units the customer shall pack them in a secured and optimize way and ship them back to Micronet.
 - b. Upon receiving the suspected defective units, Micronet will review them and report the findings.
 - i. Unit is defective and under warranty – Micronet will replace the device in buffer stock with next shipment.
 - ii. Unit is defective but not under warranty – Micronet will evaluate the repair cost and send a quotation to the customer.
 - a. Approve the estimate quotation (and up to 25% increase)- Micronet will repair the units.
 - i. Upon completion, the equipment will be rechecked and retested to ensure proper functionality.

- ii. Shall the repair costs exceed the original estimate by more than 25%. A revised quotation will be sent for your approval.
 - b. Scrap it. The customer shall order a new device to fill up the buffer stock.
- iii. Unit is not defective – Micronet will ship it back to the customer with the next shipment.

Packing process

- Pack equipment in such a way that it is well-protected from any possible damage.
- Minimize the number of boxes and ship all boxes in the same dispatch.
- The following paperwork **MUST** be enclosed with the package in such way that it will be accessible and noticeable for each device:
 - o RMA #
 - o Service form
- Mark the package(s) “FRAGILE – HANDLE WITH CARE” and ensure that it is resistant to physical wear and tear and to potential water damage.
- For International shipments: A proforma invoice describing the content of the package - along with the serial numbers - including each item’s estimated value for customs, stating clearly that this is “Value for Customs Only.”

Important Note: Do not use paper to pad the package unless the units are wrapped in bubble wrap.

Kindly note that following the above-mentioned guidelines and procedures will help ensure a smooth, hassle-free, timely and satisfactory service experience.

