



RETURN MATERIALS AUTHORISATION PROCESS

Introduction

This document outlines **Genesis Technical System's Return Material Authorization (RMA)** process.

This covers

1. Technical Support Contacts
2. Process
3. RMA Return Shipment
4. RMA Turnaround Time

1. Technical Support Contacts

If your Genesis Technical System's product exhibits signs of failure, you must contact our customer support department to verify the product failure. If the customer service representative cannot correct the problem by remote support methods i.e. phone or email support and determines that the problem is the result of product failure covered under the Genesis Technical System's warranty policy, then a Return Materials Authorisation (RMA) number will be issued.

Genesis Technical Support and customer service team is available 08:30-17:30 (GMT) and can be contacted direct via phone or email:

Telephone: UK +44 2476 323334
USA (Toll Free) +1 888 212 3542

Email: customer.service@genesistechsys.com

Web: www.genesistechsys.com/support (secure login ID needed)

2. Process

The Genesis RMA process is as follows:

- 1) Completion of the online RMA form either by a Customer Service agent or directly by the customer. This is located within the secure portal
- 2) A unique ticket is assigned
- 3) A team manager will review the item on receipt and decide
 - I. repair
 - II. dispatch to the customer a new product.
- 4) The customer will be informed of the status and stage of the process automatically by email.

This document is not intended to modify or supplement the terms of any agreement nor to create any legal rights or obligations, unless this document is specifically referenced and incorporated in an agreement.

Produced October 2018

[1]



Standard Warranty Policy

The length of a warranty term may differ between product models. Please refer to the specific warranty for your product.

RMA required information

The following information is required to assign an RMA.

1. Contact name, department and company
2. Where the item was purchased (if applicable)
3. Your phone number
4. Your fax number
5. Your email address
6. Product model or part Number
7. Product serial number
8. Purchasing date
9. Order reference/proof of purchase
10. Description of failure or problem

RMA confirmation will be by e-mail. The RMA Confirmation is the RMA form with the assigned RMA number. This form must be put in the packaging when the product is returned.

3. RMA Return Shipment

Packaging

Please follow these guidelines when returning product to Genesis Technical Systems

- Original packaging should be used if available to minimize the potential for shipment damage
- Ship the RMA items via traceable means to the below address
- Write the RMA number on at least two (2) outside surfaces of each return package
- Write RMA number on the air waybill or shipper
- Allow 30 days turn around time after receipt of RMA by Genesis Technical Systems
- If items are damaged during return shipment due to insufficient packaging, it will be left to Genesis Technical Systems' discretion to determine whether or not the product is repairable.

Important

Genesis Technical Systems will **not accept** any packages without an open, valid RMA number appearing on at least 2 surfaces on the box/packaging and reference to the RMA number on the shipper or airway bill.

Only the specific items listed on the RMA will be accepted. All other items will be returned to the customer at the customer's expense.



Address

All RMA packages should be shipped to:

*Contact name
Genesis Technical Systems (UK) Ltd
First Floor, 1120 Elliott Court
Coventry Business Park
Herald Avenue
Coventry
CV5 6UB
United Kingdom

Tel : +44 203 8832779

*All shipments must be sent to a Genesis contact name. This will be provided with the return details.

Tracking

All RMA returned items must be sent via traceable means, for example; UPS, FedEx, or DHL. The customer is responsible for the product until it is received by Genesis Technical Systems. Retain the tracking information for your records until delivery has been confirmed.

Genesis Technical Systems is liable for the returned item upon the receipt of shipment.

Delivery Charges

The customer is responsible for paying shipment charges when returning the product to Genesis Technical Systems.

Genesis Technical Systems will pay for shipment of the repaired items back to the customer.

4. RMA Turnaround Time

Standard

Within 30 days after receipt of returned units, the repaired or replacement item will be ready for return shipment.

Dead-on-Arrival Expedited

Dead-on-Arrival units will be repaired or replaced within two (2) working days from receipt of returned parts. No expedited repair or shipment fees will be charged to the customer.

RMA Repair and Test Procedures

All items returned under an RMA will be repaired, or at Genesis Technical Systems' option replaced with either new or factory refurbished parts. If a returned product is determined to have been tampered with, damaged or misused, it will be handled according to the out-of-warranty policy below. All repaired or replacement parts will have successfully passed the appropriate



manufacturing quality assurance test procedures. These are the same tests that are utilized to verify “new build” parts as manufactured by Genesis Technical Systems.

Out-of-Warranty repaired items carry a ninety (90) day warranty.

In-Warranty repaired items are warranted for the remainder of the original warranty or ninety (90) days, whichever expires later.

RMA Closing Procedure

If Genesis Technical Systems has not received the RMA requested items from the customer within thirty (30) days of the RMA assignment date, the RMA will be closed. After return shipment of a repaired/replacement part to the customer, Genesis Technical System will close the RMA.

Only the specific items listed on the RMA will be accepted. All other items will be returned to the customer at the customer’s expense.