

Project Documentation | RMA Process

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1.1 Document history

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2011-05-25	Waldmann	Point of Contact, Declaration shipment back to SMS
2011-05-28	Mende	Review
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2012-04-24	Panitz	Update 3.1 Handling fees for shipment
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2014-12-12	Prieske	USD pricing removed

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2 RMA Process

This document details Smartmicro's RMA process. The customer is asked to read carefully the following subsections and act consequently. In case of any questions, please query orders@smartmicro.de.

Smartmicro keeps track of all RMA tickets for at least 24 months after their closure. The customer may query at any time of the RMA process its status, providing the obtained RMA ticket number. We ask our customers to keep queries to a reasonable amount in order not to affect other RMA handling.

2.1 Customer has a 'defective unit'

Please contact orders@smartmicro.de providing the following information:

- Hardware model (e.g. UMRR0A0303)
- Serial Number (e.g. 0x00022fa1)
- Detailed error description
- Customer affiliation
- Warranty claim (if any)

Smartmicro will then address the problem and in case Smartmicro finds evidence of obvious or suspected hardware problems, a **RMA ticket number is issued to the customer**.

In case customer claims warranty, smartmicro **will acknowledge warranty or deny warranty upon issue of the RMA ticket number**. If customer sends hardware to Smartmicro where Smartmicro denied warranty, customer agrees to bear handling fees as listed in section 3 for sending back the hardware to the customer and balance that cost within 30 days after Smartmicro's reasonable claim.

2.2 Customer has obtained a RMA ticket number

Please prepare an accompanying letter with at least the following information:

- Obtained RMA Number
- Hardware model (e.g. UMRR0A0303)
- Serial Number (e.g. 0x00022fa1)
- Detailed error description
- Customer address (including attention + email + telephone number) for return.

Please send exactly the hardware item(s) the RMA number was issued for. Smartmicro cannot be held responsible for additional hardware sent under reference to the obtained RMA number.

For international shipments, the freight forwarder must be UPS, FedEx, TNT or DHL.

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Please send the hardware to:

s.m.s smart microwave sensors GmbH
att: Hardware Return # **[RMA ticket number]**
In den Waashainen 1,
38108 Braunschweig.
Germany

The shipment to Smartmicro must be fully paid by the customer. The unit must be declared as 'unit for repair'.

It is mandatory to minimize customs and handling cost - **Smartmicro will not accept unpaid or gross neglect declared shipments – cost which goes back to such reasons will be charged to the customer.**

2.3 Smartmicro will analyze the returned hardware

Smartmicro informs the customer on the results of the hardware analysis.

In case of repairs, Smartmicro may at its own decision repair or the replace hardware segments.

If Smartmicro proposes alterations or changes on hardware or firmware **free of charge**, the customer will be asked for approval prior to the modification(s).

If Smartmicro **demands fees** for repair, for service or further handling, the customer will be asked for approval of any such actions stating the cost items. Please refer to section 3 for a list of standard fees.

If no alteration is ordered by the customer, the hardware will be sent back to the customer, see section 2.4.

2.4 Smartmicro ships back the hardware to the customer.

Smartmicro will ship back the hardware to the customer to the contact address and attention provided.

The shipment will include at least the following items:

- the hardware;
- an accompanying letter stating the hardware return under the given RMA;
- a comprehensive list of alterations (if any);
- acceptance test results (if any).

All shipments will be assigned a tracking number and will be made DAP (Incoterms 2010).

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Once Smartmicro receives notification of delivery by its logistics contractor, the RMA ticket is closed.

2.5 RMA number has been obtained, but hardware not delivered

If the hardware has not been delivered to Smartmicro and accepted by Smartmicro within 90 days, the RMA ticket under the issued number will be closed.

2.6 Customer claims indecent performance of an alteration

After reception of the hardware following step 2.4, the customer may claim indecent performance of the alteration. Please address such claims to: orders@smartmicro.de.

Smartmicro will then decide whether the RMA ticket is to be reopened again. Please proceed with step 2.2. In case Smartmicro fully accepts the claim after analysis, Smartmicro will bear the shipping cost associated with the extra shipment to Smartmicro and to the customer after the return.

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3 RMA Standard Price List

This section comprises the standard fees Smartmicro raises for processing of returns under its RMA process.

Individual fees may be applicable where standard prices under this list do not apply.

3.1 Handling fees for shipment back to the customer

Total weight of the shipment	up to 2 kg	from 2kg to 5kg	from 5kg to 10kg
Delivery address located in:			
Germany	35,00 €	75,00 €	125,00 €
Rest of Europe	125,00 €	175,00 €	225,00 €
USA/Canada	150,00 €	250,00 €	300,00 €
Other countries	250,00 €	350,00 €	500,00 €

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