



RMA Instructions

Kentrox, Inc.

RMA Instructions

1. If TAC determines that an Advance Replacement (AR) is the most applicable solution, TAC will issue a "Ticket" which allows Kentrox to ship, freight prepaid, an AR at no charge to the Customer. A Return Material Authorization (RMA) number will also be provided to Customer by Kentrox for return shipment of the affected unit. Upon shipment of this replacement, Customer's affected Product shall again become Kentrox's property. Kentrox's obligations hereunder are conditioned upon the return of the affected Product in accordance with Kentrox's RMA procedures.
2. If the affected Product is inside the Term of Limited Warranty, but after the first ninety (90) days of ownership, and Customer has not purchased a Support and Services Agreement for the affected Product, and if TAC determines that the Product can be repaired, Customer must first obtain an RMA from Kentrox. An RMA number is required prior to the return of any Product to Kentrox. Failure to obtain an RMA number may result in rejection of the shipment to Kentrox and the subsequent return of this equipment to Customer at Customer expense.
3. All affected and returning Products must be returned to Kentrox within thirty (30) days from the date of issue of the RMA. If affected Products are not received in the stated thirty (30) day period, the RMA number is then invalid and will be cancelled. Customer must then obtain a new RMA number.
4. In accordance with the RMA procedures, Customer in receipt of an AR must return the defective and/or affected Products to Kentrox within thirty (30) days of the RMA issuance date. If the Product is not returned to Kentrox within this RMA time frame, Customer shall be invoiced for 100% of the full list price of the Product shipped to the Customer on the AR.

RMA Procedures

1. Contact Kentrox TAC if Product is found to be defective within the first ninety (90) days so that an AR can be issued. Only TAC can determine if an AR is warranted and issue an AR.
2. If affected Product's warranty is within the Warranty Period but outside the initial ninety (90) days, Customer may contact the Repair and Return Department by email (RepairandReturn@Kentrox.com) to determine the warranty status as well as any applicable charges for repair. For other questions, customer may call 1-800-733-5511, Option 4.
3. Obtain an RMA request form which can be downloaded from Kentrox's website, www.kentrox.com, or by calling or emailing the Repair and Return Department.
4. Complete the RMA request form with the following:
 - a. Customer Shipping Address
 - b. Customer Billing Address

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- c. Contact Information
 - d. Kentrox Part Number
 - e. Kentrox Serial Number
 - f. Noted problem of Product
 - g. Date Purchased/Shipped (if known)
 - h. Company PO Number (if applicable). *Note: if Customer is not yet set up as a Partner for which we accept POs, a credit card number will be necessary to purchase out-of-warranty repair services. (You may request a secure credit card application by calling or emailing our Repair and Return Department.)*
5. Kentrox will email Customer with the RMA number and shipping instructions to return the affected Product to our Repair Department. Customer is responsible for freight charges to the repair facility. Follow all shipping instructions and clearly mark the RMA number on the shipping box(es).
 6. Customer's Product must be packaged appropriately for safe shipment and sent prepaid. Use of original packaging is recommended replete with cushioning materials (e.g., bubble wrap) so that Product is not damaged in transit. It is also suggested that returning materials be insured and sent by a method that can be tracked. Responsibility for loss or damage to a Product does not transfer to Kentrox until the returned Product is received by Kentrox or a Kentrox authorized Representative.

If a product sent in for repair is determined to be unrepairable, yet is within the Product Limited Warranty Period and part of a product group that can be repaired, the Product may be replaced according to Customer's Agreement. A replacement product will be sent to Customer provided that the affected Product becomes Kentrox's property. Should no replacement product be available, or customer does not desire replacement, Kentrox will return the affected, unrepairable product to Customer.