

# Return Material Authorization guidelines

This document outlines the Genexis' Return Material Authorization (RMA) process. In case your Genexis product exhibits signs of failure, please contact our order-desk representative to request a Return Material Authorization. The preferred method is:

- Download our Genexis RMA-form <http://www.genexis.eu/download-portal>
- Fill in all necessary information
- Send the Genexis RMA-form to [order@genexis.eu](mailto:order@genexis.eu)

After receiving this form, the order-desk representative will determine whether the parts are covered by the standard Genexis warranty policy.

## 1. RMA within warranty

### 1.1 RMA Confirmation

Requests for RMA are typically processed before the end of the following business day, 5:00 PM European time. The RMA confirmation will be accomplished by e-mail, fax, or telephone within 48 hours after receiving the RMA-request. The RMA confirmation will include packaging and shipping instructions and the assigned RMA number.

### 1.2 Information

The following information on the Return Material Authorization form is mandatory:

- Customer name and contact person
- Customer address, city and country
- Phone number
- Fax number
- Product number/type (e.g. 998073010, OCG-1018m)
- Product serial/MAC address
- Detailed description of failure or problem

### 1.3 RMA Return Shipment Packaging

Original packaging (if available) should be used to minimize the potential risk for shipment damage. For products or small peripheral items generally weighing less than 5kg, customer should use appropriate packing materials that provide a minimum 2cm of foam or similar padding protection for all surfaces of the contents. Large volumes weighing more than 5kg must be shipped in original or equivalent packaging.

If items are damaged during return shipment, it will be left to the discretion of Genexis to determine whether or not the product is repairable. Products damaged during transport will not be repaired under the product warranty.

Please follow these guidelines when returning product(s) to Genexis:

- Use the products' original packaging (if still available)
- Ship the RMA items via traceable means
- Write the RMA number on at least two (2) outside surfaces of each return package

- Write the RMA number on the packing list or shipper
- Allow 6 weeks Turn-Around-Time plus transport time (5-14 days) after receipt of product by Genexis

## 1.4 Ship to address:

Genexis B.V. – RMA# \_\_\_\_\_  
Lodewijkstraat 1a  
5652 AC Eindhoven  
The Netherlands

## 1.5 RMA shipment refused

Shipments received by Genexis with faulty or no RMA number will be refused. Genexis will contact the customer after a refused shipment. Only the specific items listed on the RMA will be accepted. All other items will be returned to the customer at customer's expense.

## 1.6 Tracking

All RMA returned items must be sent via traceable means. Examples would be UPS, FedEx, or DHL. Be sure to retain the tracking information for your records. Customers are responsible for their products until they are received by Genexis. Genexis is liable for the returned item upon receipt of shipment. A minimum of 10 CPEs is required to issue a RMA number, the maximal per issued RMA number is 250 CPEs.

## 1.7 Delivery Charges

Customer is responsible for paying shipment charges when returning the product(s) to Genexis. Genexis is responsible for paying shipment charges when returning the repaired items or replacements to the customer.

## 1.8 RMA Turnaround Time

### 1.8.1 Standard

Within twenty (20) working days after receipt of returned parts, the repaired item or replacement item will be ready for return shipment. Transport time is estimated to be 5-7 days for domestic transport, and 14 days for international transport.

### 1.8.2 Expedited

If the customer needs replacement within five (5) working days from receipt of returned parts, an expedite fee will be incurred, as follows:

- 10 CPEs – € 100.00
- 100 CPEs – € 800.00

Customer will also be required to pay expedited shipment charges over and above normal rates.

## 1.9 DOA Expedited

Dead-on-Arrival (DOA) products will be repaired or replaced within four to five (4-5) working days from receipt of returned parts, but no longer than the period of 3 months after initial purchase. No expedited repair or shipment fees will be charged to the customer. Replacement items will be shipped via next-day delivery for domestic customer, or Priority

for international customers.

### 1.10 RMA Repair and Test Procedures

All items returned under an RMA will be repaired, or at the choice of Genexis replaced with either new or factory refurbished parts. If a returned product is determined to be 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 Genexis. Repaired or replaced items within the initial warranty period carry a 90-day warranty.

### 1.11 RMA no failure found

For products that have no functional issues a €50.00 non-refundable diagnostic fee will be charged to the customer.

### 1.12 RMA Closing Procedure

If Genexis has not received the RMA requested items from the customer within thirty (30) days of the RMA assignment date, the RMA will be closed. Genexis will not accept any packages without an open, valid RMA number. After return shipment of a repaired/replacement part to the customer, Genexis will close the RMA.

## 2 RMA Out of Warranty

A product may be determined out-of-warranty, if the warranty period has expired, or if the product has been damaged/misused. If your product is determined to be out-of warranty, the following guidelines are applied.

### 2.1 Repair or Replacement

At the choice of Genexis, an out-of-warranty product may be repaired or replaced with new or refurbished parts, if requested by customer. Products that have been damaged or misused may be deemed non-repairable at determination by Genexis. Out-of-warranty repaired or replaced items carry a 90-day warranty. All shipping costs for out-of-warranty repaired and/or replaced items are the responsibility of the customer.

### 2.2 Repair or Replacement Fees

Out-of-warranty products will be repaired or replaced as determined below. For all products a €50.00 non-refundable diagnostic fee is required to determine whether the product can be repaired. If the product is repairable, the charge total repair charge (meaning diagnostic fee plus repair charges) will not exceed the replacement costs. Issuing an RMA-number for any product does not guarantee that the product can or will be repaired/replaced.

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