



## Return Material Authorization Policy, Procedure, and Questionnaire

If your Varedan Technologies product no longer functions as expected and you would like to return it to us for repair, here are our guidelines and questionnaire to fill out to help us fix your product and return it to you in a timely manner. Please follow the steps below:

Step 1. Please contact us via email or telephone to discuss the problem with an engineer. Some problems can be corrected in the field without the need for returning the unit to us. Please fill out the questionnaire at the bottom of this document before contacting us.

Step 2. Any product returned to us requires a Return Material Authorization (RMA) number. This number will be issued only after contact with us from step 1. We will make a determination as to whether or not the product is under warranty, and if not, an estimate of the charges for the repair will be provided. We can also determine if it may be more cost effective to scrap a badly damaged unit without the need to return it.

Step 3. Once an RMA number has been issued, return the unit to our California office using a shipping service with tracking. All returns are to be shipped to us at the customer's expense. **Be sure to package the unit properly for shipment.** We prefer that you use the original shipping container that the unit was shipped in. Keep in mind our products are susceptible to static damage and proper electrostatic packaging is required when shipping the product back to us. We are not responsible for any damage incurred due to improper packaging. This includes both electrical and mechanical damage. Be sure to save or record any jumper settings and or setup parameters. We do our best to return the unit with the same settings, but we can't guarantee this in all cases

Our return shipping address: Varedan Technologies  
3870 Del Amo Blvd, Suite 503  
Torrance, CA 90503

Step 4. Once we receive your RMA unit, we will perform an evaluation of the damage or problem. It's important that you provide us with contact information in the event we need to discuss the problem with your engineer or technician. Once our evaluation has been completed, we will provide a detailed estimate of any charges for non-warranty repairs. For warranty repairs, we will repair or replace the unit at our discretion. A replacement unit may be a reconditioned unit that we have fully tested and qualified to be compatible with the defective unit. If any charges are due for the repair, we require prepayment via a purchase order (for net 30 customers) or payment in advance. For warranty returns, the warranty will remain in place for the duration of the original units warranty.

For warranty items what are no problem found (NPF), we reserve the right to charge a \$150 evaluation fee. This fee is payable in advance before we return the unit. For NPF units, the customer is responsible for all return shipping charges.

Step 5. Once the repair has been completed, the unit will be returned to you with a failure analysis report (FAR) describing what we found and how we corrected the problem. For warranty items, we pay the return shipping charges back to the original delivery location for that unit. For non-warranty items, the customer is responsible for return shipping charges. For warranty items being returned to a location other than the original delivery location, the customer is responsible for all return shipping charges.

### RMA Terms Summary

#### Warranty Repairs

- 0-12 months from date of receipt
- Customer is responsible for obtaining RMA number as described above
- Customer is responsible for return shipping charges
- Customer may be responsible for NPF charges as described above
- Varedan is responsible for repair/replacement and return shipping to original ship location

#### Non-Warranty Repairs

- 13 months or longer from date of receipt
- Customer is responsible for obtaining RMA number as described above
- Customer is responsible for all shipping charges to and from Varedan
- Customer is responsible for all repair and or evaluation charges. Evaluation fee is \$150.00

## RMA Questionnaire

Model Number:

Serial Number:

Date:

Description of Failure:

Firmware Version:

(if known)

- 1) Was this part ever working in a system? If yes, for how long?
- 2) When power is applied, are there any signs of life (LED's, movement, etc.)?
- 3) Any fault codes displayed? If yes, list the codes:
- 4) Did anything happen just before the fault/problem occurred (describe)?
- 5) Does the problem happen all the time, or only under certain conditions (describe)?
- 6) Any visible signs of damage (broken parts, smoke, missing parts, etc.)?
- 7) Does replacing the drive with a known good drive solve the problem?
- 8) Does any other part of the system affect the fault (describe)?

Additional Information:

I have read and accepted the RMA policy terms shown on the first page.

Contact Information:

Name:

Phone:

Email:

### **Return Shipping Information (for non-warranty items)**

Name:

Company:

Address:

Address:

City, State, Zip:

Country:

Shipper:

Account Number: