

## Return Material Authorization (RMA) Process

This document outlines Charge Anywhere, LLC's ("CA") Return Material Authorization (RMA) process.

### 1. Standard Hardware Warranty Policy

The length of a warranty term may differ between product models. For details please see the specific warranty for your product.

### 2. Tech Support Contacts

If your product exhibits signs of failure, you must contact our Customer Support department to verify product failure. If the CA Customer Support 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 CA's warranty policy, then an RMA Number will be issued.

CA Support Phone: +1 800-211-1256

CA Support Email: [support@chargeanywhere.com](mailto:support@chargeanywhere.com)

### 3. RMA Information

The following information is required to assign an RMA.

- Reseller information -- where the item was purchased (if applicable)
- Your Phone Number
- Your Email Address
- Product Model or Part Number
- Product Serial Number
- Purchase date
- Description of Failure or Problem

### 4. RMA Confirmation

Requests for RMA are typically processed during working day, between 9:00AM to 5:00 PM EST. RMA Confirmation will be accomplished by e-mail. CA technical support will send the RMA application form to the customer and customer will fill the form and send it back to CA technical support. The RMA Confirmation is a RMA form with the assigned RMA number. This form must be put in the packaging when the product is returned.

### 5. RMA Return Shipment

#### 5.1. Packaging

Original packaging should be used if available to minimize the potential for shipment damage.

If items are damaged during return shipment due to insufficient packaging, it will be left to CA's discretion to determine whether or not the product is repairable.

Please follow these guidelines when returning product to CA:

- Use the products original packaging if still available
- 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 four (4) weeks Turn-Around-Time after receipt of RMA by CA

We will charge \$25.00 to replace any missing components or packaging for each RMA unit.

If items are damaged during return shipment due to insufficient packaging, it will be left to CA's discretion to determine whether or not the product is repairable.

## **5.2. Address**

All RMA packages should be shipped to:  
Charge Anywhere. – RMA# \_\_\_\_\_  
4041B Hadley Rd  
South Plainfield, NJ 07080  
732 417 4447

## **5.3. Tracking**

All RMA returned items must be sent via traceable means. Examples would be UPS, FedEx, DHL, or US Postal Service Priority Mail. Be sure to retain the tracking information for your records. The customer is responsible for the product until it is received by CA. CA is liable for the returned item upon the receipt of shipment.

## **5.4. Delivery Charges**

The customer is responsible for paying shipment charges when returning the product to CA. CA will pay for shipment of the repaired items back to the customer. CA ships all domestic U.S. RMA repaired items by UPS Ground.

## **6. RMA Turnaround Time**

### **6.1. Standard**

Within four (4) weeks after receipt of returned parts, the repaired or replacement item will be ready for return shipment. UPS Ground is the standard method of shipment for U.S. domestic shipments. International Shipments will be sent via DHL International.

### **6.2. Expedited**

If the customer requires resolution within two (2) working days from receipt of returned parts, an expedite fee will be incurred, as follows: Finished products- 40% MSRP The customer will also be required to pay expedited shipment charges over and above UPS Ground rates.

### **6.3. DOA Expedited**

Within fourteen (14) days of purchase, Dead-on-Arrival (DOA) parts 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. Replacement items will be shipped via UPS Second-day for domestic customer or DHL International Priority for international customers.

## **7. RMA Repair and Test Procedures**

All items returned under an RMA will be repaired, or at CA's option 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 CA.

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.

## **8. RMA Closing Procedure**

If CA has not received the RMA requested items from the customer within thirty (30) days of the RMA assignment date, the RMA will be closed.

CA will not accept any packages without an open, valid RMA number appearing on at least 1 surface on the box/packaging and reference to the RMA number on the shipper or air waybill.

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

After return shipment of a repaired/replacement part to the customer, CA will close the RMA.

### **9. RMA Out-of-Warranty**

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

#### **9.1. Repair or Replacement**

At CA's option, an out-of-warranty product may be repaired or replaced with new or refurbished parts for a fee. Products that have been damaged or misused may be deemed non-repairable at CA's determination.

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.

#### **9.2. Repair or Replacement Fees**

Out-of-warranty products offered on the current CA Price List will be repaired or replaced as determined below.

A \$75.00 non-refundable diagnostic fee is required to determine whether the product can be repaired. If the product is repairable, the charge for repair will be 60% of the current customer list price. If the product can be repaired and the customer approves the charge, the diagnostic fee will be credited towards the repair cost. If the product is not repairable and the customer approves the replacement, the charge for replacement will be based on the current customer list price.

### **10. Payment Method Payment can be made as follows:**

- By credit card – Visa®, MasterCard®
- Money Order
- Cashier's Check
- Wire Transfer