



BATMsystems **Return Merchandise Authorization (RMA)** procedure explained here covers all requests via the internet, email, for product return, warranty return and repair, contract advance replacement, advance replacement for "dead on arrival" products and non-warranty repair and return.

As part of the RMA request procedure, we require that you contact our technical support center by submitting the completed online form. To request an RMA online, review the policies and procedures below and complete the online RMA request form

#### RMA POLICY

Failed product(s) will be categorized according to age, warranty period for that product, and nature of fault as follows:

##### - Dead on Arrival (DOA)

Dead on arrival (DOA) failures are defined as product that failed less than 30 days after purchase (proof of purchase required). DOA product will be advanced replaced with a new product free of charge. Replacement product (if available in stock) will be shipped once a tracking number of the failed product is received from the Customer.

##### - UNDER WARRANTY

Product covered under warranty or service contract will be repaired by BATM free of charge. Customer is responsible for the shipment of the defective product to the designated BATM technical support center within 30 days of RMA approval. Repaired product will be delivered back to Customer's facilities prepaid by BATM.

##### - OUT OF WARRANTY

Product out of warranty will be repaired on a "best efforts" basis, subject to Customer's acceptance of BATM repair charge. Customer is responsible for arrangement and payment of shipping costs out of warranty product to and from BATM technical support center. BATM will make reasonable efforts to repair and return repaired product within 30 working days of receipt. Should BATM deem the product "beyond economical repair" the Customer will be informed and an appropriate action will be agreed upon.

##### - RMA Application

Return of faulty product requires an approved Return of Material Authorization (RMA) from BATM. All Goods returned by Customer to BATM shall be packaged to the best commercial standard for electronic equipment and marked with the RMA #.

##### - No Problem Found (NPF)

If a product is returned for warranty service and no problem is found, the customer will be charged a fee per unit for testing and analyzing the product. The Customer shall cover all shipping expenses as well.