



RMA Instructions

How to Return Equipment or Components Via the RMA Process

1. Obtain an RMA Number
 - To obtain the required RMA number, email support@encorenetworks.com
 - In the subject line include your name - your company - and the word RMA (example: John Doe - Encore Networks - RMA)
 - You will receive a reply acknowledging your request and providing you with a support ticket URL.
 - Use the Ticket number at the end of the URL as your RMA number:
<https://support.encorenetworks.com/helpdesk/tickets/#####>
2. Ensure that all equipment and/or components you are returning are wrapped in packaging resistant to electrostatic discharge (ESD).
3. Ensure that all equipment and/or components you are returning are packed in sturdy containers (preferably the original containers).
4. Clearly mark the RMA number on the outside of the return shipping container(s).
5. Send returns to the following address:
 - **Encore Networks Inc.**
3800 Concorde Parkway Suite #1500
Chantilly, VA 20151
Attn: [Use the Support Ticket number as the RMA number]
 - You are responsible for all costs associated with the return (e.g., shipping carrier, customs, etc.). Outside the United States, the costs are for round-

trip shipments for all items. Inside the United States, the costs are one-way for warranted items and round-trip for non-warranted items.

- Unless otherwise specified, Encore Networks uses ground transportation for return shipments in the United States, Canada, and Mexico, and elsewhere where ground shipment is feasible. If you request a method other than ground shipment, you must pay return shipping costs. If you specify another method of shipment, you must specify the courier and provide your customer account number with the courier.
 - Shipments must be door to door. Freight, duties, and taxes must be prepaid. When filling out the shipper's paperwork, please indicate the "Encore Networks Shipping and Receiving Manager" as the contact, and provide Encore Networks' main telephone number, 703-318-7750.
6. Ensure that any other paperwork or correspondence you send with the returned equipment reflects your Encore Networks RMA number.

IMPORTANT NOTICE

RMA numbers are valid for thirty (30) days from the date of issuance in the U.S., Canada, and Mexico, and for sixty (60) days in all other countries. If Encore Networks does not receive the equipment to which the RMA number has been assigned within the allowed time frame, the RMA will be closed, and any equipment received bearing this RMA number after the expiration date will be refused. Neglecting to follow any or all of the above instructions may result in refusal to accept a returned item and/or a charge for repair, regardless of warranty status.

Note: For international shipments please include a copy of your customs invoice with your shipment.

Additional Costs That May Be Assessed During Repair

No Fault Found Fee

Regardless of the warranty status of the product, a \$250 charge will be assessed if no fault requiring repair is found. Prepayment is required before the item will be returned.

Unrepairable Fee for Out-of-Warranty Items

All out-of-warranty items returned for repair are subject to a \$60 per hour diagnostic fee, with a two-hour minimum and a four-hour maximum per item. If the item is unrepairable, you will be notified and given the option of either having us return the equipment to you, at your expense, or providing us with a written authorization to scrap the equipment at our premises. You will be invoiced for the diagnostic fees for the unrepairable item.

If you have any questions or concerns, please contact:

Technical Services

3800 Concorde Parkway

Suite #1500

Chantilly, VA 20151

Tel: (703) 318-4350

Fax: (703) 787-4625

Email: support@encorenetworks.com

Before Submitting an RMA Request

Caution: if we can find no fault with your equipment, you will be assessed a fee of \$250 per unit or card, whether or not the item is still under warranty. A purchase order or prepayment for this charge will be required before we can return the equipment to you under these circumstances.

Have you obtained an RMA ticket number associated with your product issue from Encore Networks Technical Services (703-318-4350)?

Be sure to include your assigned ticket number on the RMA form in the designated space.

Is your product out of warranty?

If so, you will be assessed according to the normal repair fee schedule. The cost of shipping equipment to and from Encore Networks is your responsibility.

Repair fees, which vary depending on the product component, can be obtained from Technical Services. Equipment you are sending for repair must be accompanied by a

signed copy of your purchase order and a filled out RMA form that provides the assigned ticket number and the quoted repair fee.

All out-of-warranty items returned for repair will incur a \$60 per hour diagnostic fee, with a per item minimum charge of two hours and a maximum charge of four hours if the item is unrepairable. Your purchase order must reflect this understanding. If the item is unrepairable, you will be notified and given the option of either 1) having the equipment returned to you, at your expense and in accordance with our out-of-warranty policy that both way shipping costs are the customer's responsibility, or 2) sending us a written authorization to scrap the item at our facility. You will then be invoiced for charges (as stated above) associated with the unrepairable item.

Did you purchase your equipment from a vendor other than Encore Networks or Comstat?

If so, and your product is still under the warranty period established by that vendor, then you need to contact that vendor for repair of your equipment.

If the equipment you purchased from another vendor is still under warranty, and you send it to Encore Networks for repair, not only may the warranty become void, but you will be assessed according to our normal repair fee schedule for that product.

If the equipment you purchased from another vendor is out of warranty, you may elect to send it to Encore Networks for repair under the normal fee schedule for that product.

What is the standard turnaround time for a repair?

The standard repair time is 15 working days after the equipment is received. An expedite fee of \$250 per unit or card may be negotiated if a faster turnaround is requested and if it is possible. The expedite fee is assessed regardless of warranty status and must be prepaid. How is repaired equipment sent back to its owner?

How is repaired equipment sent back to its owner?

All returns on repairs are sent UPS Ground, or equivalent. If you need express service, you must supply a preferred carrier method and a billing number.