

C-Com RMA Procedure – Customer Information

General

The C-COM Satellite Systems RMA Procedure applies to customers while under coverage for the Standard Warranty or Enhanced Warranty Agreement.

Warranty covers the cost of parts and labor only and does not include shipping, handling, customs and brokerage costs of defective parts to C-COM's facilities.

Shipping Costs

USA and Canada customers: Customer will return the defective part to C-COM's repair facility or designated service at his expenses-COM will cover the cost of ground delivery of the fixed/replaced part to the customer site. This ground delivery service may take 5-7 business days (depends on the customer location). Extra fee will be applied for the express (air/overnight) service.

International customers: The costs associated with shipping the defective product to and from CCOM's repair facility or designated service center will be the responsibility of the customer.

RMA Part(s) replacement will be shipped within one business day after the date of defective part arrival to C-COM under the Standard RMA Process.

RMA Part(s) will be shipped one business day after all necessary request forms are received from the customer under the Advanced Replacement Process.

Standard RMA Process

The Standard RMA Process offers a support solution in cases of hardware failure for any C-COM Satellite Systems product. This process is part of C-COM Satellite Systems Tier 2 Support service.

1. Proper troubleshooting of the defective part should be provided and RMA # should be issued by C-COM technician. This number will be used for all follow up purposes.
2. Customer ships the failed/defective part to C-COM with a detailed explanation of the problem and/or source of failure.
3. The failed/defective part will be inspected, repaired and tested at C-COM's facilities.
4. If the failed/defective part is not under warranty, a complete diagnostic and repairs estimate of the cost to repair/replace the failed/defective part will be sent to the customer.
5. For un-repairable parts, a replacement part will be provided.
6. Customer provides detailed shipping information to C-COM, including address and telephone number.
7. The repaired/replaced item is shipped to the customer by ground at C-COM expenses. The standard service may take 5-7 business days (depends on the customer location).
8. If customer will ask for express (air/overnight) service the extra fee will be applied.

Advanced Replacement Process

The Advanced Replacement Process provides the Customer with an advanced replacement part, if this part is not available in the local reseller's RMA inventory.

The replacement part is sent from C-COM to the customer prior to receiving and repairing the failed/defective part from the Customer.

In order to ensure that the failed/defective part will be sent back to C-COM within a reasonable period of time, a security deposit will be required from the Customer. Following receipt by C-COM of the failed/defective part, the Customer will be credited back for the security deposit.

Note: The defective part upon arrival to C-COM should be in reasonably good conditions (normal tear and wear is allowed). If the product was subject to damage, abuse, misuse, etc., customer will be charged for the difference in price between the new and used part.

Security Deposit Information:

• North American Dealers and Customers

A Credit Card authorization is required of all dealers/customers for the full cost of the RMA Part(s).

Failure to return the failed/defective part to C-COM within 10business days of the RMA Part(s) being shipped from C-COM to the dealer/customer will result in the dealer/customer being charged the full cost of the RMA Part(s)

Bounced or declined credit card transactions - customers will be locked for any service and sent to collections if applicable.

• International Customers

The full cost of the RMA Part(s) will be charged on the shipping date. This will be completely refunded to the Customer if the original failed/defective part(s) is returned to C-COM within 20business days since the shipping of the replacement part.

Shipping and brokerage if applicable must be paid in advance of shipment. Regular payment details required (authorized credit card form or cheque or wire payment).

• International Dealers

Standard Purchase Order (PO) Terms and Conditions if already in place will apply. Shipping and brokerage if applicable must be paid in advance of shipment.

The following describes the Advanced Replacement Process:

1. C-COM Customer Coordinator will contact Customer and provide him with the RMA #, Security Deposit amount, cost of the express service (if requested) and expected time of delivery.
2. Shipping Form and Security Deposit Authorization Form will be sent to the Customer.

3. After receiving the completed forms from Customer, the C-COM Customer Coordinator
4. will contact Customer to arrange the last shipping details for the replacement part.
5. Shipping Tracking # will be provided to Customer by C-COM Customer Coordinator after the replacement part will left C-COM.
6. When the failed/defective part is returned back to C-COM from the customer, and the inspection procedure is completed, the C-COM Accounting Coordinator will contact Customer to arrange for the refund of the security deposit.

Note: Security deposit will be return, if the defective part will arrive to C-COM within the time period as it mentioned on the section above.

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