

LINKIT RMA AUTHORISATION FORM

Complete, Print and Fax to LINKIT at (04) 905 5465

I have read and agree to the conditions detailed below:

Name of Company:

Contact Name:

Email Address:

Fax Number:

Delivery Address (if different from invoice):

Product Code	Product Description	Serial No.	Invoice No.	Date of Inv.
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Your Site Reference:

Fault Description:

IMPORTANT: What have you done to diagnose the problem to the radio device?

IMPORTANT: Have you isolated the radio from the IP Network to identify the problem?

IMPORTANT: Have there been any recent network changes?

Purchase Order No. for this RMA:

Attached: YES / NO

(Minimum charge for Non-Warranty / No Fault Found NZ\$330.00 plus GST and freight)

WARRANTY POLICY – TRANGO BROADBAND PRODUCTS

General Expectations:

Trango Broadband products will be installed and configured by accredited / trained personnel. Trango Certification training sessions are held on a six monthly basis and quarterly subject to demand.

Training sessions will incur a fee to cover the venue costs and on-site time only.

Customers will carry sufficient spares for their critical operational needs.

Customers will carry out firmware updates when practicable after release from Trango.

All Trango Broadband products are covered by a 12-month return to depot / supplier warranty.

General Repair Procedure:

- All defective merchandise may be returned for repair provided an RMA number has been issued by LINKIT.
- LINKIT will cover no freight costs incurred in returning products to us.
- Before an RMA number is issued, you must communicate with LINKIT staff to diagnose the problem before action will be taken. Technical phone support is available to accredited personnel in order to resolve significant radio issues that cannot be completed on the bench. Extensive phone or dial-up remote network support or on-site support is chargeable at \$120.00 per hour plus GST and travel costs.
- NO RMA returns will be accepted without prior authorisation.
- A completed RMA Form must accompany all returns. An RMA number must be written clearly on outside of the package.
- If returns are received with the RMA procedures not complete, there may be a delay in the processing of the product(s).
- Proper packaging / shipping of RMA's is the responsibility of the customer.
- LINKIT warranties are "Return to Base" warranties.
- LINKIT provides a No Quibble 14 Day DOA replacement service provided the faulty goods are returned complete and in their original packaging.
- Products returned faulty to LINKIT will be returned to Trango (USA) for either Warranty Repair or General Repair.
- LINKIT lodges a RMA Fee to Trango to cover Non Warranty or "No Fault Found" issues. This fee will be re-charged to the client upon return of the goods if it is deemed by Trango to be Non Warranty or "No Fault Found".
- A minimum General Repair Charge or Non Warranty RMA Repair fee of NZ\$330.00 plus costs and GST for repairs made by Trango (USA) for products outside of warranty.
- Charges are exclusive of GST and any incurred freight costs.
- Mean Time to Repair products via Trango Broadband is typically 4-6 weeks. This will vary according to the freight method used to the USA.