

Cassia Networks' RMA Process

Overview

This document describes Cassia's Return Material Authorization (RMA) process.

1.1 Submission of an RMA Request

Prior to returning your Cassia Technologies product for replacement or warranty repair, please make certain to first obtain an RMA.

Material Authorization should be obtained by an online form at the following address: www.cassianetworks.com, click the "Support" tab and then click the "Returns (RMA)" link found in Documentations.

Once you have entered your company name and contact details, please provide the following information for each item on the online RMA form.

For requests containing more than 5 items, please contact Cassia Technical Support at: support@cassianetworks.com.

A Cassia technical support engineer will contact you to troubleshoot the problem prior to the RMA's issuance.

Upon receipt of the RMA request, Cassia will validate the Warranty status of the products based on the serial numbers provided and, in its discretion, issue an RMA number. Once an RMA number is issued, the customer will receive an RMA confirmation letter containing the RMA details and basic shipping instructions.

For urgent cases requiring advanced replacement, please contact Cassia Technical Support after submitting this RMA Request at: support@cassianetworks.com or Telephone Number: +1 408-444-9150 (USA).

To check the status of the RMA, please email to: support@cassianetworks.com.

1.2 Logistics and Deliveries

Cassia Networks Customer Service department will respond within one business day with an RMA number and product return instructions. If further defect analysis is required, Cassia Networks will provide the desired ship-to address. For all other defective products, Cassia Networks will authorize customer to dispose/recycle product locally, in accordance with local ordinances and laws. If failure is determined to be within the warranty period, then Cassia Networks will provide a replacement unit at "no charge" to customer.

When returning the product, please follow the instructions on the online RMA form to ensure your delivery arrives in a timely manner and is not damaged in transit. When returning multiple RMAs, please group and label each RMA separately.

1.2.1 Packing Instructions

Please return the product in its original factory box or similar packaging. The customer will be charged for shipping damages resulting from improper packaging. Please make certain the RMA number is marked clearly on all boxes, packages and accompanying paperwork.

1.2.2 DOA Equipment RMA Returning Instructions

In the following scenario, please follow the instructions below:

1. Prepare an invoice as per instructions mentioned above.
2. Cassia is responsible for any shipment charges and insurance when returning the product to Cassia. Cassia will provide the shipper account.
3. Cassia is responsible for the shipping costs when sending back the repaired/replaced part to the customer.
4. Please email to support@cassianetworks.com the shipping information (Airway Bill/Tracking number) so Cassia can track the shipment.

1.2.3 Advance Replacement RMA

1. The Customer Service department will inform the customer when an Advanced RMA is approved.
2. Advanced RMA unit will be shipped to customer within 2 business days from Cassia's warehouse to customer premises.
3. Tracking information will be advised to customer for follow-up.
4. Once the Advanced RMA unit is received, the failed unit must be sent back to Cassia (according to the RMA procedure) and provide shipping information to assist Cassia in tracking the shipment.
5. If the RMA product is not received within 30 days after the delivery of the Advance Replacement, Cassia will invoice you for the entire value of the replacement unit.

1.2.4 Shipping Advanced RMA to the Customer

1. Cassia will ship the Advanced RMA to customer by shipper of choice - Door-to-Door service (Incoterm: DDP – VAT Excluded). Cassia is responsible for the shipping costs when sending back the repaired/replaced part to the customer.
2. With detailed No-Charge invoice to show: RMA number, part number, serial numbers and description.
3. Pre-alert notice will be sent to the customer upon pick-up by shipper.

1.2.5 Customer Induced Damages / No Problem Found

If any returned products after examination are determined by Cassia to be No-Problem-Found ("NPF"), or damaged while in transit or due to improper use or installation, a Repair Services / NPF Quotation will be returned to you by email.