

## RMA Policy and Procedures

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The policy and procedures outlined in this document pertain to all Repair, DOA and Credit claims.

1. RMA requests may be submitted at <http://www.ute.com>. Customers are directed to fill out the online form and provide the following information:
  - Unit model number
  - Unit serial number
  - Description of the problem - Be as specific as possible
  - Customer contact information
2. Once an RMA request is submitted, a Unitech support engineer will contact the customer (via email or telephone) and attempt to troubleshoot the problem. If a resolution cannot be reached, the customer will be emailed an RMA number and shipping instructions.
3. When sending a product to Unitech for RMA service, the customer is responsible for proper packaging and for shipping costs. Any damage to the product during shipment is the responsibility of the customer and/or their selected parcel carrier. Customer is also responsible for return shipping charges for any product not covered under warranty. Unitech shall pay for return shipping on all products under warranty. For credit returns, customer shall ensure that the product and all accessories are returned in its original packaging. Returned product must be in new condition and will be inspected for damages prior to issuing a credit. A refurbish fee may apply for any missing or damaged items.
4. The RMA number MUST be written on the OUTSIDE of the shipping box. Unitech may refuse to provide service without an RMA number.
5. In the event that the product has been modified without Unitech's consent or if the product failure is the result of misuse, abuse, willful neglect or misapplication, Unitech has no obligation to repair or replace the product. If Unitech accepts the product, it will be treated as an out of warranty repair.
6. Unitech shall repair the unit(s) within 5-7 business days. Turnaround times may vary upon the quantity of products received. Customer will be notified if service will take longer than 7 business days.
7. All repairs are covered by a 90-day warranty. If a previously repaired problem continues to malfunction within 90 days of original service, Unitech will repair or replace the unit free of charge. If a warranted unit experiences malfunctions due to different circumstances, any repairs will be treated as a new service request.
8. Dead-On-Arrival (DOA) products must be reported within 14 business days of purchase. All DOA returns must be sent in its original packaging to Unitech with an RMA number and proof of purchase documentation. Unitech may return the repaired product, provide a replacement product, or issue a credit return. Unitech is responsible for all shipping costs related to DOA products and exchanges.

Any DOA products reported outside of the 14-day window are not eligible for credit returns. Ineligible products must be sent to Unitech for standard repair service.
9. For credit returns, customer must contact their Unitech sales representative to request an RMA. Credit returns may only be issued within 90 days of product purchase. A refurbish fee may apply if the product does not meet the terms and condition above. Approved products will be issued a credit memo within 10 working days.

Acceptable methods of payment are: credit card, C.O.D. or pre-pay check. Unitech accepts MasterCard, Visa, and American Express. RMA typically ships the same day that payment is received or verified.
10. Any discrepancies on a repaired product must be reported within 5 working days of customer receiving the product.