



RETURN MATERIAL AUTHORIZATION (RMA) POLICY

All items being returned to CernexWave for service or repair must first be assigned a **Return Material Authorization (RMA)** number by CernexWave prior to its return. Customers requesting an RMA number must include in their request the model number, serial number (if applicable), purchase order or invoice number, and a complete description of the nature of the defect, including but not limited to test data, images, equipment used, and test methodology.

Any material returned without an RMA number will not be accepted.

EVALUATION CHARGE

All items returned to CernexWave are subject to an evaluation fee as follows:

Module Products	\$300
Benchtop	\$500
Desktop Products	\$750
Rackmount and Subsystems	\$1,500

The evaluation fee covers the cost to CernexWave to process the unit, to determine the nature of the defect, if any, and to estimate repair costs. This fee will be waived in all cases where testing confirms an in-warranty defect. The fee will be enforced for out of warranty items and may be applied to the total repair cost if the customer decides to authorize the repair.

IN-WARRANTY

CernexWave warrants its products to be free from defects in materials and workmanship for a period of one year from the date of delivery. This warranty obligates us to perform repair or replacement after the product is returned and is determined to be defective during the warranty period.

OUT OF WARRANTY

Repair services for out of warranty units will begin only after payment is made or a purchase order is received from the customer. CernexWave will send the customer an estimate of the cost to repair the unit. Customers who elect not to repair their parts must still pay the evaluation fee. CernexWave warranties that units repaired at our facility shall be free from all manufacturing defects for 90 days from the date of return to customer.

REPAIR COST

In-warranty repairs shall be completed at no cost to the customer, and are warranted to be free from any manufacturing defects for 90 days or until expiration of the original warranty, whichever is later.

RETURN LEAD TIME

It is CernexWave's policy to take all reasonable measures to complete repairs and to return RMA units within 30 days of receipt, whenever possible.



RMA# _____ For use by Manufacturer's only
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RMA Request Form

This form is to be filled out prior to issuance of RMA number

- Note 1: An RMA # is required for all item/s being returned to CernexWave. Any item received CernexWave without an authorized RMA# will be rejected and returned to the Customer.
- Note 2: After the RMA # is issued to the customer, all item/s must be received at CernexWave within 30 days for Domestic and 45 days for International customers or the RMA# will be voided and the item/s rejected and returned to the Customer.
- Note 3: This RMA Request Form MUST accompany the returned item/s. Any item/s received without this RMA form (or proper Documentation with the RMA# noted) will be returned to the customer.
- Note 4: Items returned to CernexWave without proper protective packaging to prevent physical damage, contamination, and/or ESD damage will be subject to Void of warranty.

(To be completed by Customer)

Company Name:	Date:
Customer Contact:	Phone:
Customer Technical Contact:	Phone:
Customer PO#:	Original Ship Date:
Cernexwave P/N:	
S/N:	
Return Qty.:	

Please provide as much information below so we may properly address any questions or problems you are experiencing.

- Where did the failure occur (incoming inspection, discrete test, system level, etc.)
- When did the failure occur (initial turn-on, field, test, etc.)?
- How is the device failing (out of spec, performance, etc.)?
- In what application was the device being used?

Additional comments/Information: