



## EXTERNAL SUPPORT RESOURCE

TITLE: RETURN MATERIAL AUTHORIZATION CLAIM PROCESS

NAME: ESR-020 | ISSUE DATE: 19 DEC 2018 | REVISION: 1

### PURPOSE:

The following instructions will explain how a Return Material Authorization (RMA) claim is processed.

### TOOLS REQUIRED:

- N/A

### PROCEDURE:

1. Customer calls/emails inquiring about getting a warranty replacement/repair/credit
  - a. Customer service asks questions to determine if issue can be fixed without sending product in. (i.e. sell/give parts for repair, troubleshoot issue)
2. If determined that an RMA is warranted
  - a. Make sure that the person requesting the RMA is our direct customer
    - i. If not, direct the customer back to the store they bought it.
    - ii. If yes, send the customer an email with the needed warranty information and have them fill out ALL information in detail and send back.
3. Once RMA information is received an RMA is set up and an RMA Verification Report will be sent to the customer with an RMA# for the customer to reference on shipment
  - a. Customer will pay the shipping back to Delavan
4. Item is received at Delavan and given to the QA Coordinator
5. Inspection of the product will occur within 7 days of receipt, and it will either be determined a Factory Defect or User Damage.
  - a. If Factory Defect, the item will be covered under the warranty and be repaired at 0 cost w/ Delavan paying shipping
    - i. If non-repairable the item will be replaced at 0 cost and Delavan pays shipping
  - b. If User Damage, the customer will be informed that the warranty is not valid for reason that was determined during evaluation and
    - i. The customer can agree to the quote given for repair (parts+labor+shipping)
    - ii. The customer can request goods returned as is at their cost
    - iii. The customer can request goods be scrapped at Delavan
    - iv. The customer will have 30 days to make a decision or the parts will be scrapped
  - c. If the customer is requesting a credit, the product will be inspected to make sure it can be sold again (unused, hasn't been altered, etc.) and a credit memo will be issued.
    - i. If the product was ordered wrong by the customer (i.e. wrong part ordered, ended up not wanting) a restocking fee will be charged (20%)
    - ii. If the product was shipped wrong or entered wrong by Delavan, no restocking fee will be enforced, and a credit will be issued.