

# Superfy Return Material Authorization (RMA) Procedure



Flow	Description	Responsible Party	Comments
Start	Once there is any product found defective which is occurring from normal and reasonable use of the product then the RMA can be submitted.	Customer	For Non Warranty, Out of Warranty Products or Defects due to customer responsibility, there will be parts/ service charges to the customer. We suggest the customer take the delivery costs into consideration before returning goods for repair
1. Submit RMA Request	<ol style="list-style-type: none"> <li>Specify the Problem Found, record the serial Number. Check the warranty Date.</li> <li>Fill Out the RMA Request Form via the Portal or Directly with the Service Team.</li> <li>Follow the Instructions given in the RMA Guidelines regarding what to send back with the product and how to pack.</li> </ol>	Customer sends the request through the Superfy Portal or via email to the service team.	1. Customer must specify the Serial No. of the Defective Unit and Clearly list the Fault Issues.
2. Confirm RMA	<p>Superfy will review the Customer RMA Form and confirm the Following:</p> <ol style="list-style-type: none"> <li>The goods are with the RMA Period,</li> <li>Sufficient Data has been provided on the Reported Fault.</li> <li>RMA Form has been completed Correctly</li> </ol>	Superfy	<p>RMA will only be Approved and Number Provided once the customer has completed the RMA Form correctly.</p> <p>Any RMA returned by the customer without an RMA Number will be rejected and sent back to the customer at their cost.</p>
3. Release RMA Number	Once the RMA is approved Superfy will release the RMA number to the customer.	Superfy	Superfy will Issues an RMA Number once all the RMA Form is Reviewed and Approved
4. Goods Ready To Ship.	<ol style="list-style-type: none"> <li>Goods to be Packed in accordance with the RMA Guidelines.</li> <li>Shipment to included the Defective Product Only, No Power Suppliers or other accessories need to be shipped.</li> <li>Ensure that the Shipping Paperwork follows the Superfy Instructions and the RMA Number is clearly listed</li> </ol>	Customer	<ol style="list-style-type: none"> <li>RMA Number must be clearly listed on the RMA Paperwork and on the external Packaging.</li> <li>The standard Superfy RMA Term is "Return to Base" which means the customer is responsible for shipping the goods back to the RMA Center and covering all associated shipping &amp; insurance costs.</li> </ol>
5. Send Back the Product.	<ol style="list-style-type: none"> <li>Ship the Product with the Correct RMA Number.</li> <li>Ensure that the Invoice &amp; Packing Lists are in line with the Superfy RMA Guidelines.</li> </ol>	Customer	<ol style="list-style-type: none"> <li>Customer must ship the defective goods with in 2 weeks from receipt of the RMA Number.</li> <li>Superfy assumes no responsibility for an loss or damage that may occur during the shipping back to the Superfy RMA Hub.</li> </ol>
6. Received Returned Goods.	<ol style="list-style-type: none"> <li>Check the Defective goods to make sure they match the description on the RMA Form.</li> <li>Inform customers that the defective good have been received.</li> </ol>	Superfy	<p>If the product received is found to be different from that indicated on the RMA form then Superfy reserves the right to treat the shipment as a NON Warranty Repair.</p> <p>If the product qty received is different to that indicated on the RMA form then Superfy reserves the right to use received counted number as the actual received.</p>
7. Verifying Relevant Information.	<p>Once the goods are received in, the RMA team will trouble shoot to ensure that the faults founs match the reported faults on the RMA Form.</p> <p>If the is any discrepancy found Superfy reserve the right to treat the Returned goods as Non Warranty Items.</p>	Superfy	Any goods returned without Part Number or Serial Numbers missing or altered in anyway will be treated as Non Warranty Returns.
8. Service Charges.	If any returned unit is deemed Non Warranty, Superfy will provide a quote for the repair service required for that specific unit before under taking any repair work.	Superfy	<p>Customers will be provided with a quote for any chargeable work in the event that the good are deemed Non Warranty Repair. If the customer doesn't accept the quotation within 10 working days the good will be returned to the customer without any repair being carried out.</p> <p>In the event the that the quote is not accepted by the customer, Superfy will return the goods to the customer at the customers cost.</p>
9. Repair Completed	Once the repair is completed, Superfy will provide the RMA Repair Report along with the test report once the goods are repaired and ready to return.	Superfy	Superfy endeavour to complete all RMA within 15 working days from Receipt of good into the RMA center.

<p><b>10.</b> Delivery of Repaired Product</p>	<p>Superfy will inform the customer of the returned delivery and Cover the return costs associated with the goods.</p>	<p><b>Superfy</b></p>	<p>Based on the Superfy is "Return to Base" Term, all cost associated with returning the goods to the customer will be covered by Superfy.</p>
<p><b>11.</b> Customer Receipt of the Repaired Products</p>	<p>Once the repaired goods are received, the customer will confirm the receipt and that the units are back in working order.</p>	<p><b>Customer</b></p>	<p>If the goods are returned within the standard warranty period, Superfy will extend the warranty by 3 month or the rest of the life of the original warranty, depending on whichever one is longer.</p>
<p><b>12.</b> RMA Closed</p>	<p>RMA Closed</p>	<p><b>Superfy</b></p>	<p>Superfy will keep an updated record of the repair history of all defective goods received under RMA.</p>