

Return Materials Authorization & Repair Procedures

This document outlines IOTGATEWAY.CLOUD Return Merchandise Authorization (RMA) and Repair procedures.

1. Standard Hardware Warranty Policy

The length of a warranty term may differ between product models. For details, please see the specific warranty for your product.

2. Tech Support Contacts

If your product exhibits signs of failure, please contact our Customer Support department. The Customer Support Representative will attempt to correct the problem by remote support. You may also request an RMA Number to return your device for repair or warranty replacement.

IOTGATEWAY.CLOUD Support Phone: +1 800-211-1256

IOTGATEWAY.CLOUD Support Email: support@iotgateway.cloud

3. RMA Information

The following information is required to assign an RMA.

- Reseller information -- where the item was purchased (if applicable)
- Your Phone Number
- Your Email Address
- Product Model or Part Number
- Product Serial Number
- Purchase date
- Description of Failure or Problem

4. RMA Confirmation

Requests for RMA are typically processed during working day, between 9:00AM to 5:00 PM ET. RMA Confirmation will be accomplished by e-mail. IOTGATEWAY.CLOUD technical support will send the RMA application form to the customer and customer will fill the form and send it back to IOTGATEWAY.CLOUD technical support. The RMA Confirmation is an RMA form with the assigned RMA number. This form must be put in the packaging when the product is returned.

5. RMA Return Shipment

5.1. Packaging

Original packaging should be used if available to minimize the potential for shipment damage. If items are damaged during return shipment due to insufficient packaging, it will be left to IOTGATEWAY.CLOUD's discretion to determine whether or not the product is repairable.



Please follow these guidelines when returning product to IOTGATEWAY.CLOUD:

- Use the products original packaging if still available
- Ship the RMA items via traceable means to the below address
- Write the RMA number on at least two (2) outside surfaces of each return package
- Write RMA number on the Air Waybill or Shipper
- Allow four (4) weeks Turn-Around-Time after receipt of RMA by IOTGATEWAY.CLOUD

We will charge \$25.00 to replace any missing components or packaging for each RMA unit under warranty. If items are damaged during return shipment due to insufficient packaging, it will be left to IOTGATEWAY.CLOUD's discretion to determine whether or not the product is repairable.

5.2. Address

All RMA packages should be shipped to:
IOTGATEWAY.CLOUD. – RMA#
99693 Gerwig Lane, Suite B
Columbia, MD 21046
732 417 4447

5.3. Tracking

All RMA returned items must be sent via traceable means. Examples would be UPS, FedEx, DHL, or US Postal Service Priority Mail. Be sure to retain the tracking information for your records. The customer is responsible for the product until it is received by IOTGATEWAY.CLOUD. IOTGATEWAY.CLOUD is liable for the returned item upon the receipt of shipment.

5.4. Delivery Charges

The customer is responsible for paying shipment charges when returning the product to IOTGATEWAY.CLOUD. IOTGATEWAY.CLOUD will pay for shipment of the repaired items back to the customer. IOTGATEWAY.CLOUD ships all domestic U.S. RMA repaired items by UPS Ground.

6. RMA Turnaround Time

6.1. Standard

Within four (4) weeks after receipt of returned parts, the repaired or replacement item will be ready for return shipment. UPS Ground is the standard method of shipment for U.S. domestic shipments. International Shipments will be sent via DHL International.

6.2. Expedited

If the customer requires resolution within two (2) working days from receipt of returned parts, an expedite fee of \$50.00 per unit will be incurred. The customer will also be required to pay expedited shipment charges over and above UPS Ground rates.

6.3. DOA Expedited

Within fourteen (14) days of purchase, Dead-on-Arrival (DOA) parts will be repaired or replaced within two (2) working days from receipt of returned parts. No expedited repair or shipment fees will be

charged to the customer. Replacement items will be shipped via UPS Second-day for domestic customer



or DHL International Priority for international customers.

7. RMA Repair and Test Procedures

All items returned under an RMA will be repaired, or at IOTGATEWAY.CLOUD's option replaced with new parts. If a returned product is determined to be damaged or misused, it will be handled according to the out-of-warranty policy below.

All repaired or replacement parts will have successfully passed the appropriate manufacturing quality assurance test procedures. These are the same tests that are utilized to verify "new build" parts as manufactured by IOTGATEWAY.CLOUD.

Out-of-Warranty repaired items carry a ninety (90) day warranty. In-Warranty repaired items are warranted for the remainder of the original warranty or ninety (90) days, whichever expires later.

8. RMA Closing Procedure

If IOTGATEWAY.CLOUD has not received the RMA requested items from the customer within thirty (30) days of the RMA assignment date, the RMA will be closed.

IOTGATEWAY.CLOUD will not accept any packages without an open, valid RMA number appearing on at least 1 surface on the box/packaging and reference to the RMA number on the shipper or air waybill.

Only the specific items listed on the RMA will be accepted. All other items will be returned to the customer at customer's expense. After return shipment of a repaired/replacement part to the customer, IOTGATEWAY.CLOUD will close the RMA.

9. RMA Out-of-Warranty

A product whose warranty period has expired, or which has been damaged or misused may be determined to be out-of-warranty. If your product is determined to be out-of-warranty, the following guidelines are applied.

9.1. Repair or Replacement

At IOTGATEWAY.CLOUD's option, an out-of-warranty product may be repaired or replaced with new or refurbished parts for a fee. Products that have been damaged or misused may be deemed non-repairable at IOTGATEWAY.CLOUD's determination. Out-of-warranty repaired or replaced items carry a 90-day warranty. All shipping costs for out-of-warranty repaired and/or replaced items are the responsibility of the customer.

9.2. Repair or Replacement Fees for Out-of-Warranty Products

Out-of-warranty products offered on the current IOTGATEWAY.CLOUD Price List will be repaired or replaced as determined below.

Repair Level A – Diagnostic - A \$30.00 non-refundable diagnostic fee is required to determine whether the product can be repaired.

Repair Level B - If the product is repairable and does not require disassembly of the main case, the charge for repair will be \$60.00 including replacement of any parts. The diagnostic fee will be credited

towards the repair cost.

Repair Level C - If the product is repairable and requires disassembly of the main case, the charge for repair will be \$90.00 including replacement of any parts. The diagnostic fee will be credited towards the repair cost. If the product is not repairable and the customer approves the replacement, the charge for replacement will be based on the current customer list price.

9.3. Repair or Replacement Fees for In-Warranty Products

In-warranty products found to be in good working order and free of defect will be charged a \$30.00 diagnostic fee.

9.4. Restocking Fee

Equipment returned for any reason, except for warranty repair or out of box failure, will incur a 20% restocking fee.

10. Payment Method

Payment can be made as follows:

- By credit card – Visa®, MasterCard®
- Money Order
- Cashier's Check
- Wire Transfer

IOTGATEWAY.CLOUD Return Merchandise Authorization

ATTENTION: PLEASE READ

- Devices must be returned within 7 days of Receipt of Replacement, otherwise a charge will be incurred.
- Use the device's original packaging.
- IOTGATEWAY.CLOUD is not responsible for items that are damaged during shipment, due to insufficient packaging.
- In the event the original packaging received does not match the order quantity IOTGATEWAY.CLOUD will return the devices unprocessed.
- Original packaging should be used if available to minimize the potential for shipment damage.
- Ship the RMA items via traceable means to the below address
- Include charging cable and all other parts with your shipment. We will charge \$25.00 to replace any missing components or packaging for each RMA unit under warranty.

INCLUDE THIS FORM IN YOUR SHIPMENT

RMA #

Date:

Name of Business:

Phone Number:

Contact Name:

Email:

Device Serial Number(s):

Reason for Return:

For IOTGATEWAY.CLOUD Internal Use Only

Date Received:

Parts:

Condition:

Status: