



## Return Material Authorization (RMA) Process

This document outlines RLE Technologies Return Material Authorization (RMA) process for products purchased directly from RLE. *If products were not purchased directly from RLE, customers must contact their Reseller.*

For Triad panel defects, contact the RLE Customer Support Team for guidance. [support@rletech.com](mailto:support@rletech.com)

If Triad panels were damaged in transit, contact your carrier directly. RLE is not responsible for carrier-caused damage.

Triad panels being returned to stock must arrive at RLE undamaged in order to receive credit. It is your responsibility to package the loads to prevent damage. Credit will not be issued for any panels received by RLE with damage.

### 1. Standard Hardware Warranty Policy

The length of a warranty term may differ between product models. Please reference the specific warranty for your product. <https://rletech.com/warranty-statement/> Refer to Section 8 for 'Out of Warranty Products.'

If a customer has over-purchased materials and needs to return unopened, unused product, an RMA number is required. Unopened, unused products returned within 90 days of receipt are subject to a 20% restocking fee.

Used products and products returned beyond 90 days of receipt are subject to an additional restocking fee.

### 2. Tech Support Contacts

If your RLE product exhibits signs of failure, you must contact our Tech Support Team to verify product failure. If the Tech Support Team cannot correct the problem by remote support methods and determines the problem is the result of product failure covered under RLE's warranty policy, the RMA process will begin.

RLE Technologies Support Phone: 800-518-1519

RLE Technologies Support Email: [support@rletech.com](mailto:support@rletech.com)

### 3. RMA Confirmation

RLE's Tech Support Team will provide a link to the online RMA form, which must be completed and submitted to receive an RMA number. The customer will receive an email confirmation within 3 business days. The RMA confirmation will include the assigned RMA number.

### 4. RMA Return Shipment

#### 4.1. Packaging

Original packaging should be used to minimize the potential for shipment damage. Board products must be enclosed in an antistatic bag to avoid electrostatic discharge (ESD) damage.

The customer is responsible for any damage or destruction of the product caused by improper packaging or handling. If items are damaged during return shipment due to insufficient packaging, it will be left to RLE's discretion to determine whether the product is repairable.

Write the RMA number on the outside of the package and on the packing list.



## 4.2. Shipment

The customer is responsible for paying shipping charges when returning the product to RLE. Ship all RMA packages to:

RLE Technologies – RMA# \_\_\_\_\_  
4557 Denrose Court,  
Fort Collins, CO 80524

## 4.3. 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 RLE. Once the product is received at the RLE dock, the customer will receive an email to confirm the RMA has been received. RLE is liable for the returned item upon the receipt of shipment.

## 4.4. Delivery Charges

RLE will pay for shipment of the repaired items back to the customer if items are within warranty. RLE ships all domestic U.S. RMA repaired items by FedEx Ground and ships all International RMA repaired items by FedEx International Economy.

## 5. RMA Restrictions

If RLE has not received RMA items from the customer within thirty days of the RMA assignment date, the RMA will be closed.

RLE will not accept any packages without an open, valid RMA number on the outside of the box/packing list.

Only the specific items listed on the RMA will be accepted. All other items will be returned to the customer at customer's expense.

**RLE does not offer advanced replacement equipment.** If replacement equipment is required, the customer must purchase the equipment with a purchase order or credit card number. If a replacement unit is required the next business day RLE will ship it the same day of the request, provided product is in stock and order is received no later than 1:00 p.m. Mountain Standard Time.

## 6. RMA Repair, Test, and Warranty Procedures

All items returned under an RMA will be repaired, or at RLE's option, replaced with either new or factory refurbished parts. 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 RLE.

If a returned product is determined to be damaged, misused, or no issue is found it will be handled according to the out-of-warranty policy below.

Out-of-Warranty repaired items carry no extended warranty. In-Warranty repaired items are warranted for the remainder of the original warranty or 90 days, whichever expires later.

## 7. RMA Turnaround Time

Within 10 business days after receipt of returned parts, the repaired or replacement item will be ready for return shipment or the customer will be notified of extenuating circumstances and next steps.

## 8. RMA Out-Of-Warranty Products

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



## 8.1. Out-Of-Warranty Fees

A \$150.00 non-refundable diagnostic fee is required to determine whether the out-of-warranty product can be repaired.

If the product can be repaired, the charge will be submitted to the customer in a quote. If the customer approves the charge the diagnostic fee will be credited towards the repair cost.

If the product is not repairable and the customer approves a replacement, the charge for replacement will be the current customer price.

If the customer does not respond as to how they would like to proceed with repairs, after 30 days from the first notification the product will be scrapped.

All shipping costs for out-of-warranty repaired and/or replaced items are the responsibility of the customer.

## 8.2. Out-Of-Warranty Repair or Replacement

If no issue is found the customer will be notified and is responsible for out-of-warranty fees and return shipping charges.

At RLE's option, an out-of-warranty product may be repaired or replaced with new or refurbished parts for an additional fee. Out-of-warranty repaired or replaced items carry no extended warranty.

Products that have been damaged or misused may be deemed non-repairable.

