



Return Material Authorization Policy- IIoT

Description: This procedure covers parts being returned to ZTR Control Systems for warranty or parts being returned for repair.

To provide the best in customer service, ZTR Control Systems has developed a Return Materials Authorization (RMA) policy that:

- ✓ Ensures our customers receive prompt and attentive service
- ✓ Serves as customer's official request to allow ZTR Control Systems to begin processing the return
- ✓ Enables ZTR Customer Care Representatives to monitor the request through all processing stages, so they can provide prompt feedback

Contact: Please contact a ZTR Technical Support Service Representative to perform all possible troubleshooting prior to requesting an RMA and deciding that the part needs to be returned.

Technical Support: Telephone: 1-888-320-8332 Email: Support@ztr.com

Once an assessment has been completed an RMA number can be obtained by contacting ZTR Customer Care via the following:

Telephone (519) 452-1233 Fax (519) 452-7764 Email: Customercare@ztr.com

Please have the following information ready before contacting ZTR:

- Company name and location
 - Name and phone number of a person to serve as a contact.
 - Part number and Serial number of the part(s) being returned
 - Description of the problem with the part(s).
 - Purchase Order number to cover any repairs (if applicable)
- (Note: There will be no charge on the purchase order if ZTR approves the warranty claim.)

Forms: ZTR Customer Care Representative will fill out the ZTR RMA confirmation form (which includes shipping information) and then email it to the customer. The customer must verify the accuracy of the information, including the purchase order number (if applicable).

All part(s) to be returned must have a ZTR assigned Return Materials Authorization (RMA) number and/or a customer assigned purchase order (PO) number. The packaging should have a ZTR RMA Confirmation form attached. **RMA numbers are good for thirty (30) days from the date of issue.**

Evaluation/Disposition Timeframe:

Customer can expect to hear from a Customer Care Representative either:

- Within two (2) weeks of receiving the part(s) at ZTR with the results of the product evaluation or
- Within three (3) weeks of receiving the part(s) at ZTR with a Service Report detailing the results

Exceptions to the above timelines may occur if:

- a. The device is not under warranty and labor and/or parts are required to complete the repair. The customer will be asked to decide between providing a purchase order or a credit card to cover the cost. Customer will also be responsible for any shipping costs (including duty and taxes) to return the product to them.



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- b. There is no fault found with the part. In the case of a no fault found condition an evaluation fee will apply. The customer will be responsible for any shipping costs (including duty and taxes) to return the product
- c. The product requires any parts for a repair that have longer lead times , requires engineering evaluation or material supplier investigation

Costs: Unless covered by a warrantable failure, there will be an evaluation and/or repair fee for each returned part even if this part is found to be in good working order. These charges cover the testing time and supplies necessary to quote the repair/replacement options. If an item is found to be beyond economical repair, the evaluation fee will still apply. If the customer elects to buy a replacement item within 10 days of notification that the failed part is beyond economical repair and the customer references the RMA number for that part at the time of purchase, ZTR will waive the evaluation fee.

All repairs are covered by a one year warranty. The Repair Warranty covers ZTR Control Systems materials and workmanship specifically performed or for parts replaced during the repair.

Warranty consideration will be calculated based on the date that ZTR Control Systems is notified of the failure and not the failure date of the product.

All shipping costs for shipping to and from ZTR Control Systems, including warranty items, are the responsibility of the customer.

Shipping: Parts must be packaged to prevent shipping damage and sent **prepaid** to the address stated in the RMA Confirmation form provided by Customer Care Representative.

Packages should be well marked with the ZTR supplied RMA number and/or have the Confirmation form attached.

ZTR Control Systems is not responsible for, nor liable for, part(s) returned to ZTR Control Systems without a ZTR Control Systems issued RMA number.

NOTES:

- **Proper packaging and storage to prevent damage is the customer's responsibility. All packages over 50 lbs. must be shipped on a skid. Damage during shipping is the responsibility of the shipping carrier. Any damage incurred by improper storage, packaging or poor handling incurred during shipping, is NOT covered by ZTR warranty.**
- **ZTR will only return ship RMA equipment to the original shipping location.**