

Policy – Customer Returns

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Return Material Authorization (RMA)

Customers can return units under 4 different procedures:

1. Repair
2. Rework
3. Investigation
4. Return to Stock / Return to Stock Credit (RTS / RTSC)

In order to return units for any of these procedures, customers should contact repairs by e-mail, phone or in person to receive an RMA number (RMA - Return Material Authorization).

The label with the RMA number should be attached to each box being returned. Boxes which do not carry this label may be delayed during processing. Shipping fee is NOT included with this label.

Shipping guidelines

It is important to protect the most fragile part of the products, therefore some basic guidelines are:

- Match your box to the size and weight of your item(s).
- If reusing a box, make sure it's high-quality, with no holes, tears, or dents.
- Wrap items individually with cushioning material and centre them in cartons away from other items and away from the sides, corners, top, and bottom of the box.
- Use fillers like crumpled newspaper, or air-cellular cushioning material such as Bubble Wrap to fill void spaces and prevent movement of goods inside the box during shipping.
- Maximum weight suggest per box is 20kg.

Information Required for RMA

With the aim to provide a better service, customers should report the following information:

- RMA type (Repair, rework, Investigation or RTS / RTSC)
- Quantity of units
- Type of units
- Fault description (as much detail as possible)
- Customer interface
- Dataset/Firmware settings required

RMAs under the procedure RTSC must have been approved by an ITL Director and the following information should be provide:

- Name of the Director who approved.
- Sales Order number.
- Reason why the units will be returned.

Products to Repair

In order to keep quality standards and the product's guarantee:

- The full unit must be returned unless otherwise specified in a contractual agreement or via special arrangement.
- No incomplete units will be accepted.

- No individual PCB's will be accepted. Customers may not remove PCBs from units and send for repair. If absolutely necessary, then will be repair without warranty.
- Individual PCBs bought separately will be accepted for repair with the Sales Order and warranty void label intact.
- PCB's only will be accepted under previous agreements.

Track RMA

When an RMA is received by the ITL Customer Returns Team, the customer will receive an email confirming the RMA number and units received.

Guarantee Repair

- All products have 3 months warranty after the last repair, unless the fault found is different than the previous one. In the case that the product still has the original warranty the warranty with the longer date will apply. (ITL's original warranty policy is located at <https://innovative-technology.com/terms-conditions/>)
- Terms of warranty of products repaired in Spain will be that provided by law
- If units returned are damaged during transit due to bad packaging, they will be marked as customer damaged and warranty will be void. If possible, units will be repaired out of warranty, otherwise they will be returned as BER (Beyond Economical Repair).
- The warranty does not apply if the original serial number has been removed or if the product has been disassembled or damaged through misuse, accident, modifications, use of incorrect, modified or extended power supply, or unauthorised repair.
- If a unit is returned in a very poor state, e.g. unreeled Payout tape, warranty will be void and unit will be returned to the customer.

Timeframe for Returns

The estimated repair time is 14 calendar days. Customers will be advised if possible in the case of any delay.

Repair Service Cost

The repair services cost has been divided into 5 levels according to the task involved. Prices for each level will vary depending on the type of the unit. Prices can be found through your sales manager.

The 5 repair service levels are:

- Level 1: Reprogram & Reinitialise
- Level 2: Mechanical Repair
- Level 3: Electronic Repair
- Level 4: Mechanical & Electronic Repair
- Level 5: Full Service

Quotes: In those cases when customers request a quote this will be provided at no cost if accepted, otherwise £10 will be charged per quotation (RMA) or local currency equivalent.

Shipping cost

Units Guarantee Repair

- The customer pays freight to the appropriate ITL repair centre and ITL pays return freight.
- In case of a repeat issue: ITL needs to verify that it is indeed a repeat issue. The customer will need to pay for shipping to ITL as normal. If ITL confirms the original repair was not successful, then ITL will issue a credit note for the inbound delivery cost.

Units Return to Stock Credit

- Once the RTSC is approved by an ITL Director the shipping cost will be paid by ITL. ITL will instruct how to ship back the units depend on the location of the customer and the number of units.

RMA's in suspense

- ITL Finance Department reserve the right to set a customer "on hold"
- If a customer has RMAs in suspense for more than 2 months, new RMAs for the same customer won't be repaired/reworked unless an ITL Director has approved the work. Only units in warranty will be repaired and units out of warranty (OOW) "on hold". Repairs will only start when RMAs in suspense have been released.