

# RMA Quick Guide (Returned Material Authorization)

## Highlights:

- Requests for hardware repair are processed using the Standard RMA (Return Material Authorization) Procedure.
- RMAs must be authorized by a Tollgrade Technical Support Engineer through a customer initiated Service Request
- Tollgrade’s Global Support team will verify warranty status prior to issuing an RMA
- To ensure authorized RMAs are processed efficiently RMAs must be labeled with the correct RMA number and correct return address
- RMA turn-around-times are defined in maintenance contracts

## RMA Process

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| 1. Contact Tollgrade’s Global Support Center for technical support and RMA requests.   |
| 2. Tollgrade’s Global Support team troubleshoots and authorizes hardware returns.  |
| 3. Tollgrade’s Global Support team will verify warranty status: <ul style="list-style-type: none"> <li>◦ In warranty repairs will be processed according to the customer’s maintenance agreement.</li> <li>◦ Tollgrade will provide a repair estimate for out of warranty RMA requests.</li> <li>◦ The estimate will include the cost of the repair or replaced parts, labor fees, and shipping and handling.</li> <li>◦ Out of warranty repairs will be processed upon receipt of a purchase order</li> </ul>                                       |
| 4. Tollgrade’s Global Support team will verify warranty status and provide the return address to the customer. The customer will be asked to properly package and mark the RMA number and return shipping address on outside of box.   |
| 5. Once an RMA is authorized the Global Support Center issues an RMA number authorizing the return. <ul style="list-style-type: none"> <li>◦ To ensure the RMA is processed efficiently the following information is required:                 <ul style="list-style-type: none"> <li>◦ Tollgrade part number and serial number</li> <li>◦ Reason for return</li> <li>◦ Company, Contact Name and Phone Number</li> <li>◦ PO, Customer Order Tracking number (if applicable)</li> <li>◦ Return Shipping and Billing Addresses</li> </ul> </li> </ul> |
| 6. The product will be shipped back to the customer within the time frame defined in the maintenance contract  |

