

SymCom's RMA Procedure (Return Material Authorization - RMA)

If a Platinum, Gold, or Silver distributor would like to return SymCom products for stock rotation, the distributor should:

Call SymCom's technical support team to request an RMA. An RMA# will be issued and the distributor may send the unit(s) to SymCom with the RMA# printed on the outside of the package. SymCom will evaluate the units received to verify they are still in like new condition, have not been installed, and are in their original box; SymCom will credit the customer's account according to **SymCom's Return Policy**.

If a SymCom product is non-functioning and was manufactured within the 5-year warranty period (based on date code or serial number), the customer should:

Call SymCom's technical support team and attempt to resolve the problem before the unit is removed from the application (strongly recommended, but not required). If it is determine that the unit should be returned to SymCom for analysis, a Return Material Authorization number (RMA #) will be issued to the customer. Ask for the following information when issuing an RMA:

1. Model number
2. Serial number / Date code
3. Problem with unit - LED indication, relay functionality
4. Application—type of system/motor, installation description

The customer may either send the unit directly to SymCom or return it to their distributor for them to send the unit in to SymCom. The RMA# should be printed on the outside of the package. When the unit is received by SymCom, it will be evaluated and proper action taken according to the table below. SymCom will call/email the person who received the RMA # (either the end-user or distributor) to inform them of the results of the evaluation and the disposition of the unit.

Manufacturing Defect / Component Failure	Product is defective and a new or repaired unit will be shipped to them. SymCom will pay shipping costs. At SymCom's discretion, distributors with an active account will receive a credit on their account at their current pricing level for the unit. The defective unit will be scrapped.
Nothing Found Wrong	If analysis and test results reveal no problems found with the unit, it will be returned to the customer. SymCom will pay shipping costs.
Act of God (water damage, high voltage or high current hit, etc.)	Photos will be taken and sent to the customer via email. The unit is not covered under warranty and will be held for 30 days and then scrapped unless the customer requests the unit back. The customer will be responsible for shipping costs.
Customer Abuse (broken switches, knobs, mounting feet, stripped terminal screws, etc.)	Photos will be taken and sent to the customer via email. The unit is not covered under warranty and will be held for 30 days and then scrapped unless the customer requests the unit back. The customer will be responsible for shipping costs.