



# RMA Request Process

## 1. RMA REQUEST :

Customer requires repair should request a Return Merchandise Authorization (RMA) number by filling out this form and submitting it to GlacialTech via fax to +886 2 2242-1499 or send it as an attachment via Email to [rma@GlacialTech.com](mailto:rma@GlacialTech.com)

- After GlacialTech have received the RMA Request Form, GlacialTech will issue an RMA number for the goods(Under Warranty or out of warranty) -- ALL returns require an RMA number.
- GlacialTech will contact you with the "RMA Number" and provide you with shipping instructions.

## 2. CONDITION OF MERCHANDISE BEING RETURNED :

- Product must be returned in original packaging
- Product must be returned with all accessories (ie: wires, connectors, brackets etc).

## 3. RMA REVIEW :

**In case of malfunction, please turn off the power source, do not try to repair the luminaires by yourself. If the luminaires was opened not by GlacialTech authorized technician then the warranty will be void.**

The RMA Administrator will review the request and, before proceeding, may request additional information, or suggest additional diagnostic steps to ensure that the goods is not returned unnecessarily.

## 4. RMA CHARGES :

For under Warranty claims, there will be no test/repair charges. Products damaged by improper installation, modification, or abuse is excluded under this term.

Out of Warranty RMA returns will require a charge. Prior to the RMA being issued the RMA Administrator will inform the customer of the flat rate charge for test/repair of the goods. A formal quote for the associated RMA charges can be provided upon request.

- Under Warranty : **Customer** pay freightage cost for goods return to GlacialTech and **GlacialTech** pay the freightage cost for goods to Customer (If judged categorization by user abuse, customer need to pay the freight back and forth).
- Out of Warranty : **Customer** pay freightage cost for goods return to GlacialTech and pay the freightage cost for goods to Customers.

## 5. RMA EXPIRATION :

Every RMA No. is valid for ten(10) business days from the date of issuing

## ADDITIONAL DETAIL

### 1. DOA (Dead On Arrival) :

1. For faulty products to be classified as DOA, the product must be reported within 7 days of its arrival.
2. For new products any damage to the appearance or the function of the product under normal shipment will be replaced free of charge by GlacialTech.



## 2. NO TROUBLE FOUND :

If an RMA is determined to be No Trouble Found, GlacialTech will request additional information from the customer in an attempt to replicate the observed failure. If no additional information is available or the observed failure cannot be reproduced, GlacialTech will return the RMA to the customer as NTF. The policy applies to Under Warranty, and Out of Warranty RMAs. Full Out of Warranty charges to apply.

## 3. USER ABUSE :

Goods damaged by improper installation, modification, or abuse will be charged according to repair costs.

## 4. UNREPAIRABLE UNDER WARRANTY :

Goods returned to GlacialTech covered by warranty determined to be unrepairable as a result of goods fault that has not been induced by customer misuse will be replaced for no charge to the customer.

## 5. UNREPAIRABLE OUT OF WARRANTY

Goods returned to GlacialTech determined to be unrepairable for any reason will not be automatically replaced. A replacement goods can be ordered through the customer's normal GlacialTech sales channel. Out of Warranty goods found to be unrepairable can either be returned to the customer 'as is' for final disposition or scrapped at GlacialTech upon customer request. GlacialTech will request final disposition instructions from the customer when a goods is determined to be unrepairable. Unrepairable goods are subject to a reduced RMA charge to cover the cost of testing and debug performed by GlacialTech.

## 6. Limited Warranty

All new Products will have the 2 years Warranty. Factory Repaired Products will have a Warranty period of 6 months. If you are uncertain whether your Product is under warranty or out of warranty, please send your product's serial number for check here. – [rma@glacialtech.com](mailto:rma@glacialtech.com)



# RMA Request Form

GlacialTech Inc. -Customer Service Center  
6Fl., No.346, Sec. 2, Zhongshan Rd.,  
Zhonghe Dist., New Taipei City, Taiwan, 235, R.O.C.  
Tel : +886 2 2244-1227  
Fax : +886 2 2244-1228  
Attn : Logistic Management Section

Customer :  
Address :  
Tel :  
Fax :  
(Country code, area code must be included)

**RMA No. :** (GlacialTech will issue this RMA Number)

Model No.	Serial No.	PI No.	Description of Defects

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**Total Quantity :** PCS