



## RMA Process - Returned Materials Authorisation (01)16

Arnel operates a return to factory warranty policy for all equipment that requires repair.

**By entering the RMA process, the customer is automatically agreeing to the charges that apply below, and Arnel Ltd reserves the right to invoice the charges without the need of a customer purchase order number.**

Before any item can be accepted back by Arnel, it must be allocated an RMA number so that it may be tracked through the process accordingly. An RMA number can be obtained by accessing the online RMA system via: [www.arnel.co.uk /support](http://www.arnel.co.uk/support)

To generate an RMA number you will be required to enter the serial number of the faulty product. You will also be required to enter a description of the fault, please provide as much detail as possible of the reported fault; a vague description of "not working" etc. can delay the returns process.

You also have the opportunity to enter your own reference number during this process to help you further identify this repair.

You will be informed during the RMA process whether or not the returned goods are within the stated warranty period for each item returned.

*Repairs to items outside of their warranty period are chargeable.*

### **Procedure**

- 1.** The faulty goods should be returned in the original packaging where possible, clearly marking the package with the RMA Number. A repackaging charge of up to £37.00 may be levied for the return of repaired goods if the goods were returned to Arnel in inadequate packaging. This applies to both in warranty and out of warranty items.
- 2.** Once the failed unit has been received by Arnel, its online status will be marked to reflect this event. If an RMA has been requested but the goods are not received back to Arnel within 7 days, an automatically generated reminder email will be sent to the customer. We anticipate that the machines should be examined within 2 days of them arriving back with Arnel.
- 3.** Upon inspection, an Arnel Technician will update the RMA online status to reflect any findings. If an in warranty item is returned and no fault is found, a standard *RMA Diagnostic Fee* of £150.00 plus carriage will automatically be applied.
- 4.** If an item is within its warranty period, it will be repaired and returned to the address specified without charge. We will endeavour to return all RMA repairs within 10 working days however if an item requires third-party intervention, this period cannot be guaranteed and an estimate provided to the customer of the anticipated item return date.

5. If the returned item is outside of its warranty period, a quote will be issued for the repairs and automatically emailed to the customer for approval. An approval response is required within thirty (30) days, after which Arnel reserves the right to return the unit and invoice the RMA *Diagnostic Fee* of £150.00 plus carriage. This also applies if the quotation is not accepted.

6. If the repair quotation is accepted, a customer purchase order number is required to proceed. The item will be repaired and returned to the address supplied by the customer during the RMA creation process. In the unlikely event that a repaired unit continues to display the same issue upon its return to the customer, a new RMA should be generated and the unit returned to Arnel. In this instance the inspection charge will be waived.

**Please note:** *The status of any RMA Repair can always be obtained by visiting the Arnel Portal at: [www.arnel.co.uk/support](http://www.arnel.co.uk/support)*