

June 1, 2021

[RETURN MATERIAL AUTHORIZATION (RMA)]

BLUEWARRIOR

To request a Return Material Authorization (RMA) Number, please complete the following:

Please email the completed form to Sales@BlueWARRIOR.com. You will be notified with an RMA number if your return request has been approved. Shipping address information for sending the unit to **BLUEWARRIOR** is provided at the bottom of each page of this form.

For any questions concerning completion of the form please contact your **BLUEWARRIOR** Sales Representative.

Please complete all information requested. Thank you.

First Name: _____ Last Name: _____
Email: _____
Company: _____
Telephone: _____ Extension: _____

Your Shipping

Address: _____
City: _____
State/Province/Region: _____
Country: _____ Zip Code: _____

Product Information:

Product Name/ Model Number: _____
Serial Number: _____
PO Number: _____
Description of Issue: _____

Additional Comments:

Send Returns To:

Attention BlueWARRIOR RMA
1107 SE Willow PI
Blue Springs, MO 64014

BLUEWARRIOR
1107 SE Willow Place
Blue Springs, MO64014-5248

Telephone: (816) 214-1946
Email: Sales@BLUEWARRIOR.com
WEB: www.BLUEWARRIOR.com

RMA PROCESS

GENERAL

- 1.– RMA REQUEST:** A customer with hardware that requires repair should request a Return Merchandise Authorization (RMA) number by filling out this form and submitting it to **BLUEWARRIOR** via email to your sales channel representative or sales@BlueWARRIOR.com.
- 2.– RMA REVIEW:** The RMA Administrator will review the request and, before proceeding, may request additional information, or suggest additional diagnostic steps to ensure that the hardware is not returned for repair unnecessarily.
- 3.– RMA CHARGES:** For Warranty or Extended Hardware Maintenance claims, there will be no test/repair charges. Out-of-Warranty (OOW) 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 hardware and request the customer to provide a Purchase Order (PO) for the RMA to be issued. A formal quote for the associated RMA charges can be provided upon request.
- 4.– PO REQUIREMENTS:** A PO is not required for Warranty or Extended Hardware Maintenance claims. A customer provided PO number can be included in the RMA information for customer reference upon request. A PO must be provided for all OOW RMA returns. Additional details on PO requirements can be provided upon request.
- 5.– RMA ISSUED:** When the RMA Administrator has confirmed a repair is necessary and all other requirements have been satisfied a reply will be sent to the customer with an RMA number including packaging and shipping instructions.
- 6.– SHIPMENT OF RMA TO BLUEWARRIOR:** The customer is responsible for the safe shipment of the hardware in appropriate packaging. Any hardware product arriving on our receiving dock without an RMA issued is subject to return to the customer without test/repair being conducted.
- 7.– TEST/REPAIR:** **BLUEWARRIOR** will make a best effort to repair all returned hardware. Warranty and Extended Hardware Maintenance covered hardware that cannot be repaired with reasonable effort will be replaced at no charge to the customer.
- 8.– RMA TURN-AROUND TIME:** The Average RMA turn-around time is 15-30 days from the date the RMA arrives on the **BLUEWARRIOR** dock thru the date of reshipment from **BLUEWARRIOR**.
- 9.– Advanced Replacement:** Customers with Advanced Replacement contract should note the fact on the RMA form when it is submitted. Serial numbers must be provided.

ADDITIONAL DETAILS

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1107 SE Willow Place
Blue Springs, MO64014-5248

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NO TROUBLE FOUND RMAS

If an RMA is determined to be NO Trouble Found (NTF), **BLUEWARRIOR** will request additional information from the customer to allow **BLUEWARRIOR** to replicate the observed failure. If no additional information is available or the observed failure cannot be reproduced, **BLUEWARRIOR** will return the RMA to the customer as NTF. The policy applies to Warranty, Extended Hardware Maintenance and OOW RMAs. Full OOW charges do apply.

Not REPAIRABLE WARRANTY AND EXTENDED HARDWARE MAINTENANCE

Hardware returned to **BLUEWARRIOR** covered by Warranty or Extended Hardware Maintenance determined to be not repairable because of a hardware fault that has not been induced by customer misuse will be replaced for no charge to the customer.

UNREPAIRABLE OOW (Out of Warranty)

Hardware returned to **BLUEWARRIOR** and determined to be not repairable for any reason will not be automatically replaced. A replacement hardware product can be ordered through the customer's normal **BLUEWARRIOR** sales channel. OOW hardware found to be not repairable can either be returned to the customer 'as is' for final disposition or scrapped at **BLUEWARRIOR** upon customer request. **BLUEWARRIOR** will request final disposition instructions from the customer when a hardware product is determined to be not repairable.

SHIPPING OF RMAS to BLUEWARRIOR

Shipping of all Warranty, Extended Hardware Maintenance and OOW RMAs from the customer to **BLUEWARRIOR** is at customer expense after the RMA is issued unless there is an agreement in advance for **BLUEWARRIOR** to pay for the shipment via collect shipping on a **BLUEWARRIOR** shipper account. Customers are encouraged to notify **BLUEWARRIOR** when RMAs are shipped and to provide shipment tracking details. RMAs are to be appropriately packaged to ensure the safe transit of the hardware product to **BLUEWARRIOR** and with observance of proper ESD requirements for the packing materials used. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

SHIPPING OF WARRANTY RMAS FROM BLUEWARRIOR

Shipping of all Warranty and Extended Maintenance RMAs from **BLUEWARRIOR** to the customer are at **BLUEWARRIOR's** expense using the **BLUEWARRIOR** preferred shipper unless a prior agreement is entered with the customer to ship differently. RMA shipments within the continental US are shipped via FedEx Ground for all US customer locations unless other arrangements are made in advance between the customer and **BLUEWARRIOR**. International shipments are made using DHL International Delivery unless other arrangements are made in advance between the customer and **BLUEWARRIOR**.

SHIPPING OF Out of Warranty (OOW) RMAS FROM BLUEWARRIOR

Shipping of all OOW RMAs from **BLUEWARRIOR** is at customer expense. The cost of shipping from **BLUEWARRIOR** **is not** included in the quoted OOW RMA repair charge. The customer has the option of providing a shipper name and account number for collect shipping of the RMA at the time the RMA is issued via the RMA Request or on the customer provided PO, or **BLUEWARRIOR** to add the cost of shipping to the **BLUEWARRIOR** Invoice in addition to the OOW RMA repair charge.

ADVANCE REPLACEMENT OF WARRANTY AND EXTENDED HARDWARE MAINTENANCE RMAS

BLUEWARRIOR may provide an Advance Replacement of a failed hardware product on a case-by-case basis. Only Warranty and Extended Hardware Maintenance covered hardware products will be considered for Advance Replacement upon request or at **BLUEWARRIOR** discretion. Advance Replacements are only considered for Dead on Arrival (DOA) hardware products that are reported to **BLUEWARRIOR** within 60 days of original shipment or for mission critical installations. Advance Replacements are subject to hardware product availability.

CONTRACTED ADVANCE REPLACEMENT PROGRAM

BLUEWARRIOR can provide a quote for an Advance Replacement Program on a flat fee basis. The cost of the program is based on the model and quantity of hardware product(s) being covered. Please contact your **BLUEWARRIOR** Sales representative for further information on this program.

EXPEDITED RMA PROCESSING

BLUEWARRIOR can provide expedited testing and repair of RMAs on a case-by-case basis for an additional charge. A quotation for expedited processing can be provided upon request.

Signature: _____

Printed Name: _____

Printed Title: _____

Date: _____

RMA NUMBER ISSUED: _____

Date: _____

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