



Return Material Authorization Procedure

Please do not return any hardware back to Mobile Devices without a valid and authorized RMA number.

This number is necessary to ensure proper tracking and handling of returned. Mobile Devices reserves the right to refuse shipments that do not have an authorized RMA number.

If product needs to be returned for repair, please use the following procedure.

1- To request a return material authorization (RMA) number, complete the attached RMA request form and email it to support@mobile-devices.fr

Alternatively, you can contact the Customer Service at +33 1 42 11 12 40.

When calling, please be prepared to provide the following information:

- Your name, company, telephone and fax numbers and e-mail address;
- Serial and/or part number (if applicable) of the product to be returned;
- Quantity of product to be returned;
- Reason for product return

2- In-Warranty product can incur costs through damage, misuse, cosmetic or no problem found.

3- Non-Contracted/Out of Warranty

For units that are not currently under a maintenance contract or no longer under warranty Mobile Devices will provide a price list for repair.

Upon acceptance, Mobile Devices will issue a RMA number.

Upon reception and check of the products, Mobile Devices will provide a quote to the customer for the repair or replacement of the hardware. The customer is required to provide a Purchase Order for the repair or replacement costs associated with the hardware failure. Once the P.O. is received, Mobile Devices will process the RMA request.

4- Once a RMA number has been issued, a RMA sheet will be sent to you detailing the RMA number, product and product quantities authorized for return, together with shipping address details and RMA terms and conditions. All product returned to Mobile Devices should be marked to the attention of Customer Service and sent to the address provided in the RMA sheet. For both in-warranty and out-of-warranty repairs, you are responsible for paying your outbound freight expense, any applicable import and/or export duties and taxes. Mobile Devices will pay the return freight expense for in-warranty repairs.

5- It is preferable that the original packing, including any anti-static and foam wrapping be used on all returned product. Should the original product packing not be available, then adequate packing should be used taking into account the method of shipment of the returned product. You are responsible for delivering the returned product to Mobile Devices safely and undamaged.

6- Re-designed or disassembled products will have to be re-assembled in their original configuration before shipped to Mobile Devices

7- The RMA sheet should be joined with the returned products. At least RMA number should be clearly marked on all returned product, boxes, packages and accompanying paperwork. If not, returned products may experience delays in the processing of RMA requests.

