

How to Accelerate RMA procedure

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RMA Work Description

The standard Portwell RMA procedure is to complete the inspection/repair within 2 weeks after problem items are received (bigger volume needs to be further evaluated); RMA follows the standard test flow as what the factory does on production line. RMA will inspect the issue as customer filed, run the standard product test procedure, document the phenomenon, repair it, and return to the customer. RMA DOES NOT perform any analysis on possible root cause resulted from electrical or technical integration.

If RMA couldn't find the reported issue from the inspection, RMA will return the original item to the customer once they confirmed it with customer. However, if the RMA application has the below problems, RMA procedure might be delayed:

1. The product is shipped to RMA directly without pre-register online for authorization code (i.e. RMA Number).
2. The returned product does not match its authorization code or serial number.
3. The defective phenomenon is not clearly stated.
4. The returned product is not completed as it was shipped out.

Suggestions

A. Tips to accelerate standard RMA

- (1) Please always register the authorization code online before returning the product.
- (2) Please clearly mark the authorization code and product serial number on the outer carton.
- (3) When registering online, please always state its operation environment, operation procedure, defective phenomenon, and the software in use.
- (4) Please take the picture showing its defective phenomenon, and mark the RMA authorization code & serial number, then email it to RMA or the account sales.

B. How to proceed special RMA request, get analysis report, and technical discussion

If the RMA needs special attention, and request failure analysis report, and should not be repaired before the root cause is confirmed, please mark the below on the product and outer carton:

Special RMA Request

- (1) This is an abnormal function item. Please pass it to TSD (Technical Support Dept.) for analysis first; FA report is requested.
- (2) Before any repair action, please contact with us first.
- (3) Contact info.:
 - RMA No.:
 - Company name:
 - Name:
 - Phone:
 - E-mail: