



Date Created: 18.06.2016

Return Material Advice Procedure

RMA Purpose:

- Create a standard procedure for units coming in for repairs.
- Allows all customer's personnel to follow the same procedure.
- Prompts the sender to provide accurate fault details.
- Prevents delays caused by insufficient fault data or return address details.
- Provides contact details for Sitech WA service staff if further fault details are required.
- Prompts Sitech WA service staff of impending arrival of failed unit so that the unit can be turned around as quickly as possible.
- Sender can use RMA# as a reference number to inquire about the job progress.

Procedure

- 1) Sender fills out the RMA Form and emails the form to service@sitechwa.com.au through the email link on form.
- 2) Sitech WA service staff will reply to the email with a RMA Number.
- 3) The RMA Number is to be written in the RMA # box on the form.
- 4) The sender attaches the RMA Form to the goods being sent.
- 5) One form to be used for each unit being sent it.
- 6) The sender can use the RMA# as a reference to inquire about job status when calling Sitech Service department.
- 7) Repaired goods will be returned the Return Shipping Address on RMA form.
- 8) Units received without a RMA Number or RMA Request form without a RMA Number may be delayed in their return due to insufficient data.