

# RMA guidelines



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## Introduction

TELTONIKA TELEMEDIC gives guarantee for its products for a period of **24 months**. All batteries carry a reduced **6 month** warranty period. If a product fails within mentioned warranty period the product can be:

- Repaired;
- Replaced with a new product;
- Replaced with an equivalent repaired product fulfilling the same functionality;
- Replaced by an equivalent product if the production is discontinued.

During the **return merchandise authorization (RMA)** part of the warranty process, an engineer examines the information provided by a client in an RMA request form in order to determine whether the equipment is eligible repair, replacement or a refund. The **RMA request form** contains company, addressing and malfunctioning product information and must be filled out by the product's owner and approved by a Teltonika Telemedic engineer before returning a product.

## Hardware Issues

The table below contains information on which hardware related issues are covered by the warranty service and which issues are not:

Hardware issue	Does device need to be sent under RMA?	Next step
Device does not start. Screen does not turn on at all when device is powered up.	YES, if this issue is true	Steps to fill out RMA form: 1. Login to HelpDesk: <a href="https://viphelpdesk.teltonika.lt/">https://viphelpdesk.teltonika.lt/</a> <sup>1</sup> . 2. Create new ticket and fill in the information about the non-functioning product. 3. Follow the instructions from the engineer and wait until your form is approved. 4. After the form is approved you will get it through E-mail. 5. Print the RMA form and send it together with the shipment.
Visible physical damage (device damaged): <ul style="list-style-type: none"><li>• Visible physical damage on device case;</li><li>• Visible physical damage on wristband;</li><li>• Visible physical damage on display.</li></ul>		<sup>1</sup> If you do not have a Helpdesk account, please contact your sales manager.

The warranty conditions and term of warranty shall apply in accordance with agreed conditions between you and your supplier.

It is important to carefully read and follow information for user (included but not limited quick start guide, technical specifications and user manual) and terms and conditions provided by the manufacturer. Failure to adhere to these guidelines may result in malfunctions or damage to the product, for which the manufacturer cannot be held responsible. It is the responsibility of the user to ensure that they fully understand and comply with the information provided by the manufacturer and terms and conditions before using the product. By doing so, users can help ensure the safe and effective use of the product and avoid any potential damage or liability.