



Return Merchandise Authorization (RMA) Process

The RMA process assists our customers when they have a claim against their warranty or when they have problems with their product outside the warranty period.

When a customer experiences a problem with a Service Technology hardware product, their first action is to call Technical Support using the contact information at www.servertech.com.

When the customer calls Technical Support, the following process takes place:

- Technical Support works to diagnose and solve the problem remotely.
- If the problem cannot be solved remotely, Technical Support issues an RMA number to identify and track the return/repair of the product.
 - An RMA is valid for 30-days from the date of issue.
 - If the product is not covered under factory warranty or extended service plan, the customer is charged for material and labor.
- The customer returns the defective product in proper packaging.
 - The customer is responsible for damage or destruction of the product caused by improper packaging or handling.
- The product is returned to Server Technology at the above address, unless otherwise instructed by Technical Support.
- The RMA number must be placed visibly and clearly on all shipping documentation, associated correspondence, and all shipping containers.
- Upon receipt of the product, Technical Support logs the product, analyzes the problem, and repairs the product within ten business days from receipt at Server Technology, excluding Saturdays and Sundays.
- Technical Support repackages the product for return, communicates with the customer, and closes the RMA for completion of the repair.
 - Server Technology is responsible for return shipping on products covered under factory warranty or extended service plan.

Server Technology's Standard Terms and Conditions apply to all service and support and can change without notice. See these at www.servertech.com.