

RETURN MERCHANDISE AUTHORIZATION (RMA) POLICY

Before returning any item, please fill in Juganu's RMA form to receive RMA number and its approval to ship. Please have your Item Number and Invoice Number as well.

All RMA requests require the following information:

- Reason for Return
 - Qty
 - Part Number
 - Serial number of communication card and its fixture suspect to be returned
 - Serial number of Jnet where the suspect component can be found
 - Contact information
 - Company name
 - PO Number
 - Order date
 - Customer ship to information to ensure replacement is sent to the proper destination available
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- This RMA policy applies to all purchased Juganu products under Limited Warranty (Please see Juganu Limited Warranty Certificate) with an active Support Agreement, commencing at time of shipment.
 - RMA shipments received MUST have an RMA number clearly visible on outside of the package and include a packing list/shipping document and Proforma Invoice with correct details.
 - No adherence to the RMA returns procedure instructions may result in refusal to accept shipment.
 - Shipping charges are not refundable.
 - Our standard policy for returnable products (hereinafter mentioned as RMA Returns) is for repair/replacement only. No credits or refunds provided.
The RMA Returns must be returned to Juganu within ten (10) days after the RMA number has been issued.
 - All Returns must be Packed in original condition, in ORIGINAL BOX AND PACKAGING MATERIAL THAT IT WAS RECEIVED IN. Including any documentation, manuals, and accessories.
 - The customer assumes responsibility for product until receipt at Juganu. Shipping via an insurable carrier is recommended. Any unauthorized shipping charges will be billed to the customer or shipment will be refused.
 - Juganu will provide replacement or repair FOC for any unit found to be defective due

to materials or workmanship, within the 5-year warranty period. Returned goods will be processed after they arrive in our warehouse, will be fully inspected before an exchange or repair is issued.

- Any product found to be damaged through misuse, abuse or negligence is not eligible for warranty replacement and the initial test and report stage fee of 200\$ will be effective.
- Before proceeding with repair, customer will be notified of the additional cost (if any) for approval.
- Repairs can take anywhere from a few weeks to a few months. Customers must pay for return shipping on all warranted returns.

Dead on Arrival (DOA) Shipments

If a new product fails within 90 days of original shipment, then Juganu classifies the failure as a DOA. In such cases, the fixture/ provided by Juganu will be a new unit and Juganu will conduct a full Failure Analysis (FA) on the DOA unit.