



## Hardware Return Material Authorization (RMA) Policy

KITCHEN ARMOR's standard policies provide our customers and partners with the opportunity to return any KITCHEN ARMOR hardware device for any reason within 30 days of shipment, whether the product has been opened or not. Please note that the hardware must be returned within the original packaging and with all originally shipped components (including items such as power supplies, cables, stands, etc.).

All returns to KITCHEN ARMOR must first be authorized by obtaining a Return Material Authorization (RMA) from KITCHEN ARMOR within 30 days of shipment of the device. This policy ensures a credit on the customer or partner account less a 15% restocking fee upon receipt of the returned device within 10 business days of the RMA being issued by KITCHEN ARMOR. This credit can be altered into a refund if the account is current.

To further ensure the highest customer and partner satisfaction with the KITCHEN ARMOR hardware, we offer a one-year hardware limited warranty on most products, with a three-year warranty on certain products, as well as a simple return process when repairs are needed.

In addition to warranty repairs, customers and partners may choose to return devices to KITCHEN ARMOR that need out-of-warranty billable repairs. All returns to KITCHEN ARMOR for repair must first be authorized by obtaining an RMA from KITCHEN ARMOR. KITCHEN ARMOR will inspect, and test all returned units to determine as to the warranty status of any needed repairs, as well as any associated repair costs for out-of-warranty repairs. For repairs found to be covered under warranty, the repair will be immediately completed at no charge to the customer or partner. For any billable repairs, KITCHEN ARMOR will perform the work once the customer or partner has provided a purchase order for the associated repair charges. Out-of-warranty units that are not repairable or devices found to be in working order will be returned to the customer or partner if requested, and a testing and diagnostic fee will apply. To avoid unnecessary returns, KITCHEN ARMOR recommends using the published KITCHEN ARMOR Hardware Troubleshooting Guides (which are available through KITCHEN ARMOR Client Services and KITCHEN ARMOR Technical Support), as well as KITCHEN ARMOR Technical Support for assistance in troubleshooting a hardware problem.

KITCHEN ARMOR also provides a process for the cross-shipment of a replacement device for hardware issues that may occur within the first 45 days of shipment.

### **Return Process**

All returns to KITCHEN ARMOR must be authorized by first obtaining a Return Material Authorization (RMA). RMAs are requested through KITCHEN ARMOR Technical Support. The original purchaser of the device (or software) should manage the return process. Refer below for an overview of KITCHEN ARMOR's return and repair process.

#### **Step 1: Obtaining a Return Material Authorization (RMA)**

Requests for RMA numbers are made by contacting KITCHEN ARMOR Technical Support:

Phone:	949-308-7227 Option 1
Email:	Support@KitchenArmor.com

Information required when requesting an RMA number includes:

- Device information with model number and serial number
- Description of the problem for each device
- Contact name, phone number and e-mail address for the person responsible for managing the RMA
- Return address (for return shipment of the repaired device)
- Billing address (for any charges that may be applicable)

**Step 2:** KITCHEN ARMOR issues an RMA

KITCHEN ARMOR will respond to the original purchaser in the same way the request was received, providing an RMA number for approved returns.

**Step 3:** Customer or partner returns device to KITCHEN ARMOR

Customer or partner should return the device to the following address: KITCHEN ARMOR 17961 Cowan Suite A Irvine, CA 92614 ATTN: RMA# Please include in the box a detailed listing of all devices being returned, including: quantity, KITCHEN ARMOR product code, any associated vendor part number, device serial number, required date, return shipping information, and purchase order number (if applicable). RMA's that are not received by KITCHEN ARMOR within 30 days of issue date will be closed.

**Step 4:** Returned devices are inspected, results are reported, and any repairs are completed

KITCHEN ARMOR will inspect and/or test all returned units via normal procedure. At this time, KITCHEN ARMOR will determine as to the warranty status of any needed repairs, as well as any associated repair costs for out-of-warranty repairs. The results will then be communicated to the customer or partner in the same manner as the original RMA request was received by KITCHEN ARMOR.

For devices found to be covered under warranty, the repair will be immediately completed at no charge to the customer or partner. KITCHEN ARMOR will ship the repaired device back to the customer or partner via ground shipment at KITCHEN ARMOR's expense for any address within the continental United States. Return shipments outside of the continental United States will require approval or prepayment of the freight charges.

For any billable repairs, KITCHEN ARMOR will not perform the work until the customer or partner has provided a purchase order reflecting the correct repair charges and the associated

shipping charges that will apply when returning the repaired device back to the customer or partner. If the customer or partner is not approved for payment terms, prepayment of the purchase order is required. Based on receipt of payment or a purchase order (or other accepted written approval at KITCHEN ARMOR's discretion), the out-of-warranty device will be repaired and returned to the customer or partner.

Out-of-warranty units that are not repairable will be returned to the customer or partner only if requested by the customer or partner. The customer or partner is responsible for the shipping charges. Please note that a testing and diagnostic fee will apply for items found to be out of warranty and not repairable.

For devices returned to KITCHEN ARMOR that are found to be in working order, the testing and diagnostic fee applies. The customer or partner will be asked to provide a purchase order (and prepayment if terms are not already established) for the testing and diagnostic fee as well as shipping charges before KITCHEN ARMOR returns the device to the customer or partner.

The customer or partner will have 30 days to respond to KITCHEN ARMOR once KITCHEN ARMOR makes a request for approval to complete any out-of-warranty repair work, or to return out-of-warranty devices that are not repairable, or to return devices found to be in working order. Any RMA for which KITCHEN ARMOR does not receive a response within 30 days will be absorbed by KITCHEN ARMOR.

#### **Step 5: Devices are returned to the customer or partner**

As stated above, KITCHEN ARMOR will return all warranty repairs to the customer or partner via UPS ground shipment at KITCHEN ARMOR's expense.

Other repaired devices will be returned to the customer or partner via UPS ground shipment at the customer's or partner's expense. Additional shipping methods are available.

Any devices that have an associated repair or testing and diagnosis fee will be returned only if KITCHEN ARMOR has payment or a matching purchase order from the customer or partner. If an RMA has both in-warranty repair items and billable repair items, the payment or purchase order for the entire RMA must be received before any repaired product is returned to the customer or partner.

Repaired units will carry a 60-day warranty against defects from the date of repair or for the remainder of the warranty period for that device, whichever is longer.

All returns shipped by KITCHEN ARMOR will reference the RMA number.

#### **Product Repair Lead Times**

Kitchen Armor's Standard Lead times are 2-3 weeks for completion of repairs.

**Third Party Product Warranties sold by Kitchen Armor**

If applicable, Kitchen Armor will take the necessary steps to ensure that all third-party Product warranties and guarantees will be obtained and passed through to client for client's benefit, and Supplier shall perform its responsibilities so that such warranties and/or guarantees remain in full effect.