

R&R Policy Reference Guide



VERSION HISTORY				
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1. Document Overview

INFINITE UPTIME has established the following guidelines to give our customer the best support and shortest service turn-around time possible. INFINITE UPTIME tech support staff is available to assist you in resolving any product or application difficulties you may have – reach out to support@infinite-uptime.com

In many cases, we will be able to resolve problems quickly over the phone without necessitating a product return. This document explains the policy and procedure should the need arise for return of “faulty” product.

All returns from customers must be authorized with an Infinite Uptime Return Material Authorization (RMA) number, which will be issued by our Technical Assistance Centre’s Customer Experience Management team member.

Our Product returns fall into two categories:

- Repair
- Replacement

2 Warranty

2.1 Warranty for IDE sold as a product

The Industrial Data Enabler (IDE) sold, as a product will be covered by the company's standard warranty valid for 12 months from the date of shipment. Such a device will be covered as per the RMA policy stated hereunder.

The warranty shall cover

- Any device which is suspected to be “faulty” due to either Hardware or Firmware or both and is subsequently declared by our TAC team to be taken up for RMA replacement.
- Any device, which does not conform to the technical specifications as, stated in our most updated datasheet.
- Any device, which fails to record and update the data on our platform.

The user shall be entitled to a free and immediate replacement of the “faulty” unit as per our RMA policy within the stated period.

2.2 Warranty for IDE under subscription model

The Industrial Data Enabler (IDE) under Subscription model **does not fall under warranty** as this product is fully owned by Infinite Uptime and the customer has opted for subscription services. *Only those IDE, which have been sold as product, shall be covered under IU warranty.*

During the period when the subscription is live, the IDE will be replaced free of cost as per our RMA policy explained hereunder.

2.3 Warranty for 3rd party supplies under either model

Our OEM suppliers provide the warranty. All Non- INFINITE UPTIME products will be covered by the original manufacturers' warranty and time period shall not exceed one year of coverage from the date of shipment.

The warranty shall cover

- Any device which is suspected to be “faulty” due to either Hardware or Firmware or both and is subsequently declared by our TAC team to be taken up for RMA replacement
- Any device which does not conform to the technical specifications as stated in our most updated datasheet

2.4 Exclusions from warranty in the above cases

The product is treated as exclusion from warranty if:

- The product has been found to be defective after expiry of the warranty period
- The product has been subjected to misuse or unauthorized disassembly, modification, unsuitable physical or operating environment, improper maintenance by customer, or failure caused which INFINITE UPTIME is not responsible whether by accident or other cause. INFINITE UPTIME will determine such conditions in its sole unfettered discretion.
- Product is damaged beyond repair due to natural disasters, for example, lighting strike, flood, earthquake, etc. as covered under force majeure conditions.
- Warranty will be voided by removal or alteration of product or parts identification labels.
- Other products and accessories not manufactured by INFINITE UPTIME are limited to the warranty provided by the original manufacturer. Examples of such products and accessories include Adaptors, Routers, etc.
- Consumable items (fuses, batteries, etc.) and Non- INFINITE UPTIME supplied software or interfacing.

2.5 International RMA services

International RMA services are provided to customers upon request. It is based on the unit price of invoice and term period of Subscription.

A service contract is required for all extended or global warranty service and ODM product

3 Global repair & return policy and process

The following is the R&R policy of IU:

- All IDEs whether under valid subscription or under warranty shall be able to avail of our R&R policy
- IDEs not under production will be replaced with a compatible product of the nearest version during the term period of subscription or under warranty coverage period
- Customers will open a case with our Technical Assistance Centre (TAC) by sending email to support@infinite-uptime.com
- Only after due authorization and approval by our TAC team, the RMA process will be initiated by giving RMA#
- RMA# is only an authorization for returning a product; it is not an approval for repair or replacement.
- Customers (both domestic and International) will bear the cost of shipping the “faulty” units back to our facility in India accompanied by proper documentation, approved case id and RMA#
- IU will bear the cost of shipping of the replacement units to your site under Advance Replacement Process defined below
- Any units found to be faulty due to warranty exclusion conditions as explained above will be subject to additional repair charges as per IU company policy

3.1 Advance replacement process

- Customer/CP/OEM/IU team member will open a TAC case
- After due approval by TAC team member, TAC will authorize shipment of advance replacement units to your site using the RMA number
- Replacement units will be of the same version or higher than the current version of your IDE
- Replacement units will be warranted for shipment at our end
- Installation and configuration of the IDEs at the site will be carried out under the maintenance contract/ arrangement with our company or its partners
- TAC will not close the case till the “faulty” units are returned back to our site
- RMA Replacement will be initiated within 3 days of TAC approval.

3.2 Return process

- Customer/CP/OEM will be responsible and liable for any missing or damaged parts during transit to our facility
- Customer/CP/OEM is liable either to insure all the IU supplied products or assume the liability for loss or damage during transit. Please list all items you plan to send to us. INFINITE UPTIME is not responsible for any items not listed.
- All returns from customers must be authorized with an INFINITE UPTIME Return Material Authorization number or they will be refused at the INFINITE UPTIME dock and returned to the customer.
- Return Material Authorization number is **void after 30 days**, and must be clearly marked on the exterior of the original shipping container or equivalent.

- Proper handling, packaging, and shipping of products allow for quick processing of your request and helps ensure product quality.
- The numbers should be visible on the package.

3.3 Shipment

The return must not be damaged, altered or marked, with all included parts and accessories as originally shipped, along with subscription copy.

3.4 Out of Warranty/ RMA Repair for IDEs

- RMA Returned products will be inspected and the appropriate action will be determined by RMA Department. Any returns that do not meet this requirement and in violation of the Exclusion conditions mentioned before will be denied as free replacement as determined by the INFINITE UPTIME RMA Dept. and appropriate charges will be raised against the said RMA (either Repair or Replacement)
- Typical RMA processing time is 5 working days after receipt of goods.
- Any unit found to be defective after expiry of the warranty period will be treated as Out of Warranty Repair and charged extra as applicable (either repair or replacement).
- Warranty will be voided by removal or alteration of product or parts identification labels.
- The product though repaired within the warranty period, has been subjected to misuse or unauthorized disassembly, modification, unsuitable physical or operating environment, improper maintenance by customer, or failure caused which INFINITE UPTIME is not responsible whether by accident or other cause.
- Product is physically damaged beyond repair due to natural disasters or improperly packaged and shipped
- Product updates, reworks, and tests upon the request of customers who are without warranty or valid subscription
- Systems out of warranty repair will incur evaluation fee with actual repair charges to be determined after receipt and evaluation in TAC.
- Board level out of warranty repairs requires an additional evaluation fee. The actual repair fee does not include 3rd party peripherals that may need to be replaced on the board.
- If INFINITE UPTIME has repaired a product, and within three months after such repair, the product requires further repair for the same problem, INFINITE UPTIME will affect such further repair free of charge. However, such free repair does not apply to a product, which has been subjected to misuse, abuse, and unauthorized repair or with different defective problem.

INFINITE UPTIME will repair the out of warranty unit but not responsible to guarantee to perform this repair service based on lack of spare parts and / or any tech reason.

3.5 Repair service for phased-out products

INFINITE UPTIME offers a continuous repair service for ONE year after the date of announcement of the product phase-out. This service may vary product to product and our customers are advised to refer to our specific announcement to that effect.

4 Shipping procedure

The customer is responsible for the shipping cost for sending products to INFINITE UPTIME. In return, INFINITE UPTIME pays the shipping cost for sending the products back to the customer. Unless requested, the customer must pay for the additional charges for an alternate shipping method.

Proper handling, packaging, and shipping of products allow for quick processing of your request and helps ensure product quality. To save handling time, address the product directly to the INFINITE UPTIME RMA Department and please include the RMA# on your return for identification purposes.

The numbers should be visible on the package. Any returns that do not meet this requirement will deny as determined by the INFINITE UPTIME TAC team.

Please use the RMA Request Form below for your communications with regards to all RMA Returns. Please use the following Shipping Address for return of goods after due RMA authorization is:

INFINITE UPTIME
5th floor, Vasundhara Spaces,
Aundh, Nagras Road,
Pune - 411007.

Attn: RMA Department

RMA# _____

5 Return Material Authorization (RMA) request Form

Customer Contact Information					
Company				Contact	
Address 1				Phone	
Address 2				Email	
City		State			
Pin code		Country			

Shipping address					
Company				Contact	
Address 1				Phone	
Address 2				Email	
City		State			
Pin code		Country			

Reason for Return					
CASE ID					
MAC ID					
Failure Description					

Part details			
Item number	Part number	Serial Number	MAC ID

Return Instruction
1. RMA number will be issued after RMA request form is completed and e-mailed to support@infinite-uptime.com.
2. Material should be properly packaged (preferably in original box) and sent to above indicated Infinite Address
3. RMA number should be clearly marked on the outside of the box
4. For Non-warranty repair, a PO of new equivalent part is required, For any other return a non-billable PO is required for tracking purposes.