

Galtronics' RMA Policy

The following policy applies to products returned to Galtronics for replacement. This policy applies to all customers excluding Galtronics' distribution return policy.

What is the Process to Requesting an RMA?

- Prior to returning any product(s) to Galtronics you must first obtain an RMA (Return Material Authorization) number by using our RMA portal with the following link:
<https://jira.galtronics.com/servicedesk/customer/portal/1>
- For First time request you will need to be set up in the portal, please send an email to rma@galtronics.com or simply contact us at 480-663-3113 . Once set up, you can easily access the portal.
- When requesting a RMA, the complete model number and serial number must be provided in the RMA request and entered in portal. The information provided will be reviewed by our technical support team and upon validation a RMA # will be provided. Prior to approving your request, our technical support team may contact you for additional information regarding your RMA. All RMA request will be reviewed by Galtronics within 5 business days.
- Please provide test data and test set up description and detail description of fault that it outside our datasheet specifications. We asked to have test performed independent of network. All result should be entered into the RMA portal.

How do I ship the return package?

Once authorized, you will be provided with an RMA Number and return label. Please use the following guidelines:

- Clearly indicate RMA label on each box.
- Do not include any accessory pieces such as mounting brackets or cables
- Improperly packaged returns, resulting in shipping damage may void any existing warranty. If possible, please try to use the original box. You will be notified immediately if the return RMA is damaged in transit. Any unmarked or unauthorized return may delay processing times.
- Product must match assigned RMA number.
- Please ship to the following address:

Galtronics
8930 South Beck Avenue
Suite #103
Tempe, Arizona, 85284

- You will have 30 days to send the faulty products back to Galtronics starting from the date of the RMA request was approved or the RMA will expire and you will be required to resubmit a new RMA request.

Advanced Replacements:

We understand the critical nature of you not having your product, so Galtronics allows for replacements to be sent subject to product availability while your product is under review.

- For any replacement product shipped to your location, you will be invoiced for the full amount of unit plus shipping cost. After investigation, if your product is found to be faulty you will be credited for the advance replacement sent.
- Products returned and found during the Galtronics evaluation to meet all specifications and no fault found, the return product will be sent to you at your expense.

Return for Credit

Products may be returned for credit under specific conditions:

- Products must be returned within 6 calendar month period or less from the original ship date.
- All product must be in sellable condition and will be reviewed and inspected. After inspection, a credit/refund will be issued with a 25% restocking fee.
- Customer will be responsible for all shipping cost.

Any questions please contact customer service at 480-663-3113 or email: rma@galtronics.com