Return Materials Authorization (RMA) Process

Purpose:
ISONAS Return Materials Authorization (RMA) process is designed to assure the rapid repair or replacement of customer equipment purchased from ISONAS which the customer believes to be defective. The steps in the RMA process are:

1. **RMA Assessment**
The Customer notifies ISONAS that there is an issue with an ISONAS product. The notification will be directed to ISONAS Technical Support. Technical Support will communicate with the customer to determine if the issue can be fixed without the return of the equipment.

2. **RMA Authorization Creation**
If Technical Support’s assessment is that the equipment needs to be returned to ISONAS, an RMA Number will be assigned and a Return Materials Authorization Document will be created.

3. **Equipment Return Process Steps**
   a. The RMA Authorization will be emailed, faxed or mailed to the customer, along with return shipping instructions.
   b. The Customer will review, add to and/or correct the information in the RMA Authorization as appropriate. The Customer may choose either to have an immediate replacement sent or to wait to for the analysis of whether the equipment can be repaired. This choice will be indicated by the customer on the RMA Authorization document.
   c. The customer returns the equipment and the RMA Authorization. *The package with the returned equipment should be clearly marked with the RMA Number on the outside of the package.*

4. **Replacement Policy**
If the Customer has chosen to receive an **immediate replacement:**
   a. Customers with established credit terms will be billed for the immediate replacement equipment
   b. Customers with no credit terms will be charged via credit card for the immediate replacement equipment
   c. If the failure of the equipment is determined to have been caused by misuse, or if the equipment is determined to be out of warranty, the Customer will be notified by the evaluation technician of the findings and the bill for the immediate replacement equipment will remain in force.
   d. If the equipment is determined to be faulty and within the warranty period the bill for the immediate replacement equipment will be cancelled or the credit card charge will be reversed.

If the Customer has chosen to have the equipment **evaluated for repair**, the Customer will be charged only if:
   a. The determination is made that the equipment has been damaged by misuse or is otherwise not considered defective under the terms of the product warranty.
   b. The equipment is past its warranty period.

If the equipment is under warranty and repairable ISONAS will at its sole discretion either repair the equipment or replace it with new equipment and send the repaired or new equipment back to the Customer at no charge.