

Customer Return Guidelines for a faulty product

We at Acme Inc, take great care in providing the customers with the best products. However, if the equipment you have received is faulty, please follow the following procedure to ensure that you get it either fixed or replaced.

Step 1: Raising request to fix the faulty equipment

- 1.1** Contact the Acme technical support team at xxxxxx to initiate the process.
- 1.2** The technician will help you in troubleshooting the faulty equipment.
- 1.3** In cases where troubleshooting is not possible, and if the equipment is under warranty, you will be directed to the Return Merchandise Process (RMA) and will be getting a replacement of the product.

Step 2: Initiating the RMA process to return the faulty product.

- 2.1** Click [www. XYZ/download](http://www.XYZ/download) to download the RMA form or get it emailed to you by the technical support team.
- 2.2** Enter the RMA number and the case number provided to you by the technician.
- 2.3** Fill in the reason for return.
- 2.4** Print the RMA form and complete it by writing the sender's details (Address, RMA Number, Sender's Address, contact details of person in charge of receiving replacement of the product).

Step 3: Packing the return shipment

Pack the equipment in the original box, and in case you don't have it, pack the equipment as follows

- 3.1** Place the equipment bubble wrapped in an appropriate box.
- 3.2** Place this box in a larger box, large enough to be filled with foam fillets 6m around after placing the smaller box.
- 3.3** Seal the large box safely with packaging tape

Step 4: Sending the return shipment

Send the packaged box via a courier service (FedEx/DTDC) after completing the following:

- 4.1 Attach the RMA form completed with the sender's details (Address, Case Number, Sender's Address, contact details of person in charge)
- 4.2 Enter the Acme address where the equipment is to be shipped
- 4.3 Insure the equipment against damages or loss during transit.

N.B: You will receive an acknowledgment and further details from Acme via email.