

## Return Material Authorization (RMA) Process

This document outlines Altenergy Power System, Inc. (“APsystems”) module level rapid shutdown solutions (“APsmart”) Return Material Authorization (RMA) process.

### 1. Standard Hardware Warranty Policy

The length of a warranty term may differ between product models. For details, please see the “APsystems Limited Warranty for Rapid Shutdown Devices & Transmitter”.

### 2. Technical Support Contacts

If your product exhibits signs of abnormal operations, you must contact APsmart Technical Support team to verify product operating status. If the technical support engineer cannot correct the problem by remote support methods i.e. phone, or email, and determines that there is problem as the result of product failure covered under warranty policy, then an Service Case Number will be issued.

Customer Support Number: 1-866-374-8538

Customer Support Email: [apsmart.support@apsystems.com](mailto:apsmart.support@apsystems.com)

RMA online apply website: <https://apsmartglobal.com/rma/>

### 3. RMA Information

The following information is required to assign and open an RMA ticket:

- Reseller information -- where the item was purchased (if applicable)
- Your phone number
- Your email address
- Your mailing address shipping to
- Recipient name
- Product model or part number
- Product serial numbers
- Description of failure or pictures
- Your RMA Credits (if applicable)

### 4. RMA Confirmation

RMA Confirmation will be accomplished through email or service calls by APsmart customer support team, then our service team will send out the “RMA Request Form” to customers, after filling it out and send back to us. Or customers can fill out online & download it from “APsmart RMA Applying Website”, submit after answering all requested information, then the “RMA Request Form” will direct send to service team.

The RMA Confirmation is an “RMA Request Form” with the assigned RMA ticket number.

## 5. RMA Shipment

### 5.1. Delivery Charges

**On warranty:** APsmart is responsible for paying shipment charges either returning the failed product back to APsmart if required by technical support team, or shipment of the RMA replacement to the customer. APsmart ships all domestic U.S. RMA replaced items by USPS.

**No warranty:** Full customer's expense responsibility

### 5.2. Standard RMA Turnaround Time

It will be within 3 working days process period after receiving the "RMA Request Form" from customer, the RMA replacement will be ready for return shipment. USPS is the standard method of shipment for U.S. domestic shipments. International Shipments will be sent via DHL International.

APsmart technical support team will send the final "RMA Request Form" with USPS tracking number to customer when shipping out RMA replacement.

## 6. RMA Closing Procedure

If APsmart technical support team has not received the "RMA Request Form" back from the customer within thirty (30) days of the RMA assigned date after sending to customer for filling out, the RMA process will be closed.

After the RMA replacement part to the customer has been received, APsmart technical support team will close the RMA process.

## 7. RMA Out-Of-Warranty

A product whose warranty period has expired, or which has been damaged by misusing may be determined to be out-of-warranty at APsystems determination. If damaged product is determined to be out-of-warranty, may be replaced with new or refurbished parts for a fee. All shipping costs for out-of-warranty returned and/or replaced items are the responsibility of the customer.

## 8. RMA Credits

If customer has APsmart RMA credits within its inventory, after RMA confirmation and received the "RMA Request Form" with assigned RMA ticket number, can direct exchange part from inventory, record both failure and replaced part series number in the "RMA Request Form", then send it back to APsmart technical support team.

If customer requests APsmart RMA credits after technical support team confirmation by phone or email, service will send customer the final copy of the "RMA Request Form" with updated RMA credits records when closing the RMA process.