

TRISYS INC. RETURN MATERIAL AUTHORIZATION POLICY & PROCEDURE

RMA Procedure

In the event of a hardware ("Product") failure, please contact Trisys, Inc. ("Trisys") technical support to obtain a Return Material Authorization ("RMA") number.

All returned Products MUST have a valid Trisys issued RMA number to ensure proper tracking and handling of returned Product. Trisys will not accept returned Products until an RMA is issued.

Trisys reserves the right to REFUSE shipments that do not have an authorized RMA number.

Refused shipments will be returned to the customer via collect freight.

The returned Product MUST be properly packaged and insured. Trisys reserves the right to refuse the Product that was damaged in transit due to improper packaging.

The Trisys RMA Policy requires the customer pay cost of shipping to Trisys except Dead-On-Arrival ("DOA") Products, in which case Trisys will pay ground shipping back to the customer with a product warranty in effect.

Under Warranty

Trisys, Inc. will repair or replace a Product in accordance with our Hardware Warranty Plan. Trisys does not guarantee new product replacement be shipped against RMA. Units returned under a valid RMA number will receive a ninety (90) day hardware warranty.

Dead on Arrival (DOA)

For a product that is considered "Dead-On-Arrival" (DOA) within the first thirty (30) days of the shipment date from Trisys will provide an expedited replacement of the Product. A new unit will be made available for shipment within two (2) business days of RMA issuance unless the Product was custom-built per Customer's specifications. DOA products MUST be returned within ten (10) days from delivery of replacement unit, or the customer will be charged the full purchase price of the replacement Product.

Non-Contracted/Out of Warranty

For Products that are not currently under a maintenance contract or out-of-warranty, a Trisys Technical Representative ("TR") will attempt to diagnose the cause of Product failure via Remote Access. Diagnosis is performed on a Time-and-Material ("T&M") basis at then current hourly rates. If the Product is unable to be diagnosed remotely by TR, Trisys will recommend sending the Product to Trisys' repair facility for further diagnosis and/or repairs during which a quote will be provided to the customer. It is at the customers' sole discretion to accept or reject the quote. All shipping costs will be borne by the customer.

The customer is required to provide valid credit card information prior to conducting any work on the Product. Trisys, at its sole discretion, may accept a Purchase Order ("PO") instead of credit card payment.

The shipping address for Products with valid RMA:

Trisys Inc.
1811 Sardis Road North, Suite #214
Charlotte, NC 28270



Do not return any hardware back to Trisys Inc. without obtaining a valid and authorized Return Material Authorization (RMA) number!

TRISYS INC. RETURN MATERIAL AUTHORIZATION FORM

Date: _____

RMA #: _____

Entered By: _____

Assigned After Completed Form Received

For Office Use Only

S.R. # _____
 Original _____
 Customer: _____
 Service Contract: Yes No
 Account Mgr/FAE: _____
 Comments: _____

A. CUSTOMER INFORMATION

Ref./P.O.# _____

RMA Type: _____

Bill To:

Ship To: (CHECK IF SAME AS BILLING)

Company: _____

Company: _____

Address: _____

Address: _____

City: _____ State: _____

City: _____ State: _____

Zip: _____ Country: _____

Zip: _____ Country: _____

Contact: _____

Contact: _____

Phone: _____

Phone: _____

Email: _____

Email: _____

Comments: _____

B. PRODUCT INFORMATION

Product or Part #	Serial #	Clearly Specify Reason for Return (1)	DOA (2)	For Office Use Only				
				S.O. #	Ship Date	Rev.	Warranty/Support Contract	Repair Price, \$
1)								
2)								
3)								
4)								
5)								

Note:

- (1) In case of Repair RMA: Please provide detailed failure description.
- (2) For Repair or Advance Replacement RMA only.



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