

Quintel RMA Procedure

Warranty and Non-Warranty

- I. Product Repair Services and RMA Procedure:
- a. Quintel will provide in-warranty and non-warranty factory repair and/or replacement of products that fail in the field under an RMA process.
 - b. Contact Quintel Technical Support Services:
 - i. Customer or its sub-contractors will contact Quintel Technical Support Services via telephone or email (*contact below*) to report the failure including details of the failure mode, the antenna serial number, and request an RMA to return the unit.
 - ii. Customer will provide a technical contact familiar with the reported failure.
 - iii. Customer will provide warehouse contact information including the pickup and delivery address, email address, and phone number.
 - iv. Quintel Technical Support Services will request from the Customer, antenna sweep data in Anritsu DAT format, PIM test data, or other information supporting the reported failure mode.
 - v. Quintel Technical Support Services will work with the technical contact and attempt to resolve Customer reported failures using all available data prior to issuing an RMA. This helps in reducing the number of no-fault found returns.
 - vi. Once Quintel Technical Support Services has validated the failure via telephone or email, Quintel will within forty-eight (48) hours provide the RMA.
 - c. For in-warranty repairs:
 - i. The Quintel shipping coordinator will arrange for antenna pickup at the provided address.
 - ii. Quintel will ship to Customer either the repaired failed Product or a replacement for the failed Product within twenty (20) business days of receipt of the failed Product.
 - iii. Upon request from the Customer, Quintel will also provide a reason for failure report to Customer for the failed Product returned.
 - iv. Customer may choose to purchase an Advance Replacement by issuing a Purchase Order.
 - 1. If the returned failed Product is repairable under warranty and not damaged from improper handling, misuse, or other damage, Quintel will credit or refund the cost of the Advance Replacement.
 - 2. If the returned failed Product is damaged from improper handling, misuse, or other damage, and not under warranty, Customer retains and pays for the Advance Replacement.
 - 3. If a replaced product is not received by Quintel within 90 days of sending the Advance Replacement, Quintel will invoice Customer against the Purchase Order.
 - d. For non-warranty repairs:
 - i. Customer is responsible for shipment of non-warranty product to Quintel.
 - ii. Quintel will provide within twenty (20) business days of receipt of the failed Product a quotation for the repair of the product if Product is economically repairable, or
 - iii. If Product is deemed unrepairable, Customer may choose to purchase a replacement.
 - iv. If Customer chooses either case I.d.(ii) or I.d.(iii) above, Customer will issue a Purchase Order for the repair or replacement of the Product.
 - e. No Fault Found (NFF):
 - i. In the case of antennas returned which are determined to be NFF (No Fault Found), Quintel will provide an analysis indicating the NFF and engage with the requester of the RMA to resolve the disagreement and provide any training or other support required to reduce or eliminate the reoccurrence of NFF RMAs.
 - ii. Return of antennas that are determined to be NFF may be charged a Flat Fee of \$200 plus actual shipping costs and any miscellaneous charges for missing or damaged items.
- II. Quintel Technical Support Services Contact Information
- a. Main Support Contact Info
Email: support@quintelsolutions.com Back-up
Telephone: +1(602) 692-8600
 - b. Back-up Support Contact Info
Telephone: +1 (585) 420-8720