Libelium RMA process

libelium

waspmote

Document version: v4.0 - 03/2017
© Libelium Comunicaciones Distribuidas S.L.

INDEX

1. Libelium RMA Process 3

2. RMA causes 4

2.1. Common RMA causes 4

2.2. Issues not accepted as RMA 4

3. Libelium Repair Service 4

1. Libelium RMA Process

This document describes the standard Libelium RMA procedure, when a hardware issue is detected on a Libelium product. If the problem seems to be related with a software issue, our colleagues from the Libelium forum will help finding a solution, if a new topic is opened. If they detect that there could be a hardware problem, then they will suggest to start a RMA process to return and repair the defective products.

1. Fill in the RMA form.

The RMA process begins with the RMA form, where the information about the hardware issue is exposed.

This form is accessible from the contact section of the Libelium website:

www.libelium.com/contact/#RMA

2. Identify the hardware issue.

If the technical service identifies a possible hardware issues, the customer will be authorized to return the defective products, so that the Libelium engineers can revise them. An RMA number is given and also information about the RMA process and warranty terms. The customer should read carefully the warranty documents of next link to make sure the understanding of the specified terms and conditions:

http://www.libelium.com/development/waspmote/technical_service/

Direct link to Libelium's Standard Terms and Conditions of Sale and Use for Business Customers (B2B):

http://www.libelium.com/downloads/Libelium-Terms-of-Sale-and-Use-B2B.pdf

3. Send the material to Libelium.

If the customer agrees with the RMA process, the customer sends the defective material to Libelium. Shipping charges will be paid by the customer. The delivery address will be:

Libelium Comunicaciones Distribuidas S.L.
C/ Escatrón 16 (Edificio LIBELIUM), C.P: 50014,
Spain

4. The material arrives to Libelium.

Our technicians will complete a first analysis and they will confirm that the equipment is under warranty. Two possible situations:

- if the equipment is under warranty, we will repair the hardware free of charge.
- if the warranty is no longer valid, then the Sales Dept. will send to the customer a quote for the repairing service. Once Libelium has received the payment, the device will be repaired.

5. Return the material to the customer.

Libelium will ship the goods to the customer via courier (Shipping charges will be on Libelium if the product is still under warranty).

Be informed that if the warranty is void (failure caused by bad use) then all costs are covered by the client. For example, if the enclosure of Meshlium is opened, the warranty is canceled automatically.

2. RMA causes

2.1. Common RMA causes

- The client receives a broken device because of transport agency.
- A device is broken under normal usage (according to the technical documentation of the product) and it is under warranty period
- A device has malfunction in any of its technical features.
- Provider failures not detected by our quality control department.
- The client receives a different product than the ordered.
- When the product is under warranty period. General warranty conditions covers one year since the invoice date.

2.2. Issues not accepted as RMA

- The client receives the product with a small visual defect (scratches, etc) not affecting to any technical feature.
- The client receives a product which seems to have a loose part inside (screws, cables, etc) not affecting to any technical feature or performance.

3. Libelium Repair Service

In case a devise needs to be repaired and the warranty does not cover the damage, Libelium offers a repair service with a cost of 60€ per hour, with a minimum of one hour per service.