

## Return Merchandise Authorisation (RMA) Policy

**CONFIDENTIAL**

Document Version V1.0

13 August 2021



**Red Piranha**

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## Red Piranha Limited RMA Policy

The RMA - Return Merchandise Authorisation – Policy document lists the guidelines to ensure that Customers and partners receive prompt Red Piranha Limited support in the adverse event of a hardware problem

### 1. RMA Procedure

#### 1.1. Registering the RMA Request

In case of a problem with the Red Piranha Limited hardware, the Customer must contact Red Piranha Limited support by one of the following methods

##### 1.1.1. Support Services

The preferred method for registering an RMA Request with Red Piranha Limited support is via email to [support@redpiranha.net](mailto:support@redpiranha.net).

##### 1.1.2. Manned Phone Support

Alternatively, Red Piranha Limited can be contacted via phone at the following number corresponding to the Customer's region.

Country/Region	Contact Number:
Australia	+61 (8) 6365 0450 +61 (2) 9058 2200 +61 (3) 9113 9265 +61 (7) 3558 2857
USA	+1 (631) 490 7558
London	+44 203 519 7498
Singapore	+65 3159 0044
Taiwan	+886 2 5594 0009

Hours of operation are 24/7/365 with a standard 4 hour response time, except weekends (12pm Sat AWST (UTC +8) – 8am Mon AEST (UTC +10)) with an 8 hour response time.

1.1.3. It is important to note that when you lodge an RMA request via email, or manned phone support, you ensure the following information is communicated within your initial request:

- ▶ Description of the issue with the hardware;
- ▶ The circumstances and context when the first and any subsequent issues were reported; and
- ▶ Any attempts the Customer has made to resolve the issue.
- ▶ Any information that can be used to identify the hardware (serial number or invoice number).

#### 1.2. Processing the RMA Request

1.2.1. Red Piranha Limited's support team will check the appliance's Support status to process the RMA transaction. If a product is out of the warranty period, or has a voided warranty, you may be asked to follow an Out of Warranty Crystal Eye™ Appliance Procedure before providing any further support. The Procedure for the Out of Warranty Crystal Eye™ Appliance is explained in point 4.2 of this document.

1.2.2. Only after completion of the Out of Warranty Crystal Eye™ Appliance Procedure, the Red Piranha Limited support representative will log the case and generate a Support Ticket ("ST") number. In order to expedite the resolution of the support request, the support representative may ask the Customer to provide the following information. The request may include, but is not limited to:

- ▶ Customer's Company name, Phone numbers, e-mail addresses;
- ▶ Order number or invoice number (as per your original invoice);
- ▶ Serial number (on the chassis of the appliance);
- ▶ Crystal Eye™ appliance type, and number of appliances to be returned
- ▶ GUI and CLI password(s)
- ▶ Current version of Crystal Eye™ software. This information can be found under System Configuration -> Software Updates. ([https://CrystalEye.lan:81/app/software\\_updates](https://CrystalEye.lan:81/app/software_updates))
- ▶ IP addresses or syslog files, relevant log messages;
- ▶ Network diagram;
- ▶ Reason for return

1.2.3. The support representative will try to ascertain the problem and make the appliance functional once more. If he/she is unable to do so, the support representative will, in consultation with the Customer, confirm the unit has failed for RMA and provide a Support Ticket number.

1.2.4. Upon getting confirmation of RMA, the Customer is requested to fill out the RMA Policy Form which will be emailed from the support team.

1.2.5. On submission of the RMA form, you will be assigned an RMA number which will be emailed to the address mentioned on the form.

1.2.6. There will be a follow-up email from Red Piranha Limited's support team with the necessary guidelines for smooth RMA of failed appliance and return of a repaired/replacement appliance. Both the support ticket and the RMA numbers must be stored and presented while communicating with Red Piranha Limited's support team at a later date for an update on RMA

### 1.3. Shipping the RMA unit and Receiving the Repaired/Replacement Unit

1.3.1. Red Piranha Limited's support team may ask you to coordinate with your local distributor for shipping back the failed appliance and getting the replacement appliance.

1.3.2. Red Piranha Limited reserves the right to provide only a replacement component instead of a full appliance to remedy the failure.

1.3.3. The failed appliance must be returned in the original shipping condition in which it was received with original packaging material provided by Red Piranha Limited.

1.3.4. In absence of the original packaging material, the sender must use anti-static, anti-shielding, and anti-conductive bags, and an appropriately rated substitute shipping container designed to prevent jarring or movement, impact between multiple components, and damage due to electrostatic discharge.

### 1.4. Voidance of Warranty/RMA Claim

Hardware warranty and RMA claim will be considered void under the following situations:

- ▶ The Crystal Eye™ appliance is received in damaged condition due to whatsoever reason;
- ▶ The warranty sticker is punctured or damaged;
- ▶ The appliance is found to be damaged due to power voltage fluctuation;
- ▶ The appliance is out of the valid warranty support period;
- ▶ The appliance has been under misuse, abuse, unauthorised disassembly or modification, operation in an unsuitable environment, including improper ventilation or humidity control, improper maintenance by Customer, or any other unknown situation, which Red Piranha Limited shall not be responsible for, in cases the cause would be determined by Red Piranha Limited in its sole unfettered discretion;
- ▶ The repair or replacement would be necessitated by causes including accident, unusual physical, electrical or electromagnetic stress;
- ▶ The damage is caused by a force majeure event such as a natural disaster including lightening, flood, fire, earthquake etc.

Red Piranha Limited may refuse to accept the delivery OR return the failed appliance without repairing upon finding any of the above incidents

### 1.5. Transfer of Crystal Eye™ Appliance Registration and Subscription to New Appliance

1.5.1. Upon receipt of the Replacement Crystal Eye™ appliance, the Customer needs to inform Red Piranha Limited for transferring the balance of subscription validities.

1.5.2. Red Piranha Limited will transfer the balance validities of the failed appliance to the replaced appliance in two business days from the date of the information from the Customer.

1.5.3. Red Piranha Limited reserves the right to hold such transfer of balance registration in case the faulty unit from the Customer has not been shipped back to Red Piranha Limited or its partner.

## 2. DOA (Dead on Arrival)

2.1. A unit is considered Dead on Arrival ("DOA") if the fault is reported within fifteen (15) days from the date of the Customer's purchase invoice.

2.2. DOA claims must be approved as per the process outlined within the section entitled "Registering the RMA Request" of this document.

## 3. Service Charges

This section provides the circumstances under which the service charges will be imposed for repairing the Crystal Eye™ unit.

3.1. Service Charges are applicable if (includes but not limited to):

- ▶ The warranty support period or contract has expired;
- ▶ The warranty / RMA claim is void as per section 1.4. of this document.

### 3.2. Service Charge for an Out of Warranty Crystal Eye™ Appliance

3.2.1. For Out of Warranty Crystal Eye™ Appliances, the support representative will inform estimate repair service charges at the time of first intimation that can be ascertained once the unit is repaired. Repair Service Charge includes material cost, labour charges, and freight charges.

3.2.2. The customer is required to pay 50% of the estimated cost in advance to start the testing/repairing. On receipt of the full payment, the appliance will be returned to the Customer and the invoice for repairing charges will be assigned.

3.2.3. A Handling Charge will be levied if Out of Warranty Crystal Eye™ repair requests are cancelled by the Customer after Red Piranha Limited has diagnosing the defect. In such cases, repair Service Charge includes Handling Charges and Freight Charges.

3.2.4. The lead time for such RMA Process will be communicated to the customer in advance but may vary due to the severity and complexity of the repair work.

#### 4. Appendix – Terms Used in this Document

RMA	Return Merchandise Authorisation
Customer	A customer can be the end user or the channel partner taking care of the end customer.
ST	Support Ticket



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