



RMA PROCEDURE

MuxLab standard policy is to process all RMA's through its MuxLab Distributors unless there is an exceptional circumstance. The following is MuxLab's RMA Procedure:

1. Please send an e-mail to MuxLab at videoease@muxlab.com or j.herman@muxlab.com including the following information:
 - RMA Number
 - Company Name
 - Contact Name
 - E-mail
 - Telephone
 - Shipping address (if applicable)
 - Part Numbers and Quantities
 - Reasons for return; i.e. defective, shipment error, stock rotation, out-of-warranty repair, etc
 - Include tests performed and results obtained
 - Indicate Credit or Replacement (MuxLab standard policy is "Replacement").
 - Serial number (if an active component)
2. If the RMA request is for in-warranty repair or replacement, the customer pays for shipment to MuxLab and MuxLab pays for shipment of the replacement unit to the customer.
3. If the RMA request is for out-of warranty repair, the product must be shipped back to MuxLab for a repair quotation. If the customer approves the repair quotation, then a pro-forma invoice is issued and must be pre-paid before the work begins. If the customer does not approve the repair quotation, then the unit is shipped back to the customer. For out-of warranty repairs, the customer pays for shipping both ways. Repaired products are warranted for 90 days from receipt of product.
4. If the RMA is for Advanced Replacement, then an advanced replacement unit is shipped. As soon as the unit is shipped, an invoice is sent to the customer. The invoice indicates on it "Full credit to be issued as soon as the merchandise is returned to MuxLab". Once the advanced replacement unit is received back at MuxLab, a new RMA is generated and a credit memo is issued to the customer.
5. If the RMA request is for stock rotation, approval by MuxLab Administration is required. MuxLab standard policy is to request a Replacement PO for twice the value of the returned stock. All product must be returned unopened and in original packaging. The customer pays for shipment to MuxLab.
6. Once the RMA Request is approved, MuxLab e-mails an RMA # and RMA Confirmation Form to the customer.
7. The Customer must ship the original product, including power supplies and other included accessories to:

MuxLab RMA Dept/RMA #, c/o MuxLab
8495 Dalton Road, Mount Royal, Quebec, Canada, H4T 1V5
7. The following information should appear on the return shipping documentation:
"Return to Manufacturer, Country of Origin – Canada"
8. Once the original units are received, MuxLab will process the RMA.

For further information, please contact MuxLab Customer Service at (+1) 514-905-0588 ext. 358 or at videoease@muxlab.com.