



NOVOTECH

Creating M2M Value

NOVOTECH TECHNOLOGIES INC.

Return Material Authorization (RMA) Process

This document outlines Novotech Technologies Return Material Authorization (RMA) process. Issuing an RMA for any product does not guarantee that the product can or will be repaired or replaced.

Please access further information at the RMA section on our website:

<http://www.novotech.com/support/rma/index.php>

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1. Standard Hardware Warranty Policy

The products that Novotech sells are warranted by their respective manufacturers and therefore the length of a warranty term may differ between product models. Novotech will contact the manufacturer for warranty service on any product that it has sold.

2. Tech Support Contacts

If your product exhibits signs of failure, you can contact our Technical Support to verify product failure. The preferred method is to email the necessary information and details of the problem to Support@Novotech.com.

If the Novotech Support Representative cannot correct the problem and determines that the problem is the result of product failure covered under the product's warranty policy, then an RMA Number will be issued upon completion of the RMA Request Form (Item 3).

Email Address: Support@Novotech.com

3. RMA Requests

All RMA requests are to be submitted with an RMA Request Form. The following information is mandatory to provide in order for Novotech to assign an RMA:

Note: Wavecom requires an additional form to be completed for all RMA requests.

- Your Name and Phone Number
- Your Email Address
- Product Model or Part Number
- Product Serial Number
- Description of Failure or Problem (error
- Product Serial Number
- Description of Failure or Problem (and error codes if applicable)
- Your PO number, and/or Novotech's Order Number or Shipping Number or Invoice number.

4. RMA Confirmation

A confirmation that the RMA request has been received will be provided by close of business the following business day, 5:00 PM Eastern time.

However, Novotech will not provide the RMA number and authorize the return of the product until the manufacturer has confirmed the item is still under warranty. The manufacturer may make suggestions to fix the identified problems, and/or provides an authorization for the return.

The RMA number will be provided by e-mail. The email will include packaging and shipping instructions and the assigned RMA number. The RMA number must be clearly marked on the packaging when the product is returned.

5. RMA Return Shipment

5.1 Packaging:

Original packaging should be used if available to minimize the potential for shipment damage. Board products must be enclosed in an antistatic bag to avoid ESD (electrostatic discharge) damage.

For board products or small peripheral items generally weighing less than 5 lbs. (2 Kgs), the customer should use appropriate packing materials that provide a minimum 2" (5 cm) of foam or similar padding protection for all surfaces of the contents.

Items weighing more than 5 lbs (2Kgs) must be shipped in original or equivalent packaging.

If items are damaged during return shipment it will be left to Novotech's discretion to determine whether or not the product is repairable. Damaged product will not be repaired under the product warranty. Prior to any out-of-warranty repairs being made, the customer will be contacted to authorize any repairs, approve the applicable charges and specify the appropriate payment method.

Please follow these guidelines when returning product to Novotech:

1. Use the products original packaging if available
2. Ship the RMA items via traceable means to the below address
3. Write the RMA number on the outside surface of each return package
4. Write RMA number on the Air Waybill or Shipper
5. Allow a minimum of 90 business days Turn-Around-Time after receipt of RMA by Novotech.

Please note the timing of the return is dependent on where the manufacturer's products must ultimately be returned to. In some cases it is overseas.

5.2 Address for Product Returns:

Unless otherwise specified on the RMA confirmation, all returns will be sent as follows:

United States:

In the U.S. all RMA packages should be shipped to:

Novotech Technologies – RMA# _____
800 Proctor Avenue
Ogdensburg, NY 13669

Canada:

In Canada all RMA packages should be shipped to:

Novotech Technologies – RMA# _____
260 Terence Matthews Crescent, Suite 101
Ottawa ON K2M 2C7

5.3 Tracking:

All RMA returned items must be sent via traceable means, such as UPS, FedEx, Purolator or DHL. Be sure to retain the tracking information for your records. The customer is responsible for the product until it is received by Novotech. Novotech is liable for the returned item upon receipt of shipment.

5.4 Delivery Charges:

The customer is responsible for paying shipment charges when returning the product to Novotech. Novotech will pay for shipment of the repaired items back to the customer, unless otherwise specified during the RMA process, for example on a DOA expedited return. (Section 6.2) Novotech ships all domestic RMA repaired items by UPS or Purolator Ground (5-7 business days).

6. RMA Turnaround Time

6.1 Standard

Generally within ninety (90) business days after receipt of returned parts, the repaired or re-placement item will be ready for return shipment. This is dependent on the manufacturer's location, and policy.

6.2 DOA Expedited

Within ten (10) days of purchase, Dead-on-Arrival (DOA) parts will be replaced within two (2) working days from receipt of returned DOA parts, provided Novotech has product in stock available to ship. Note: DOA products must be confirmed with Support@Novotech.com prior to the RMA process.

7. RMA Repair and Test Procedures

If on testing the product is found to be operational in contradiction to the reason given for the return, then the product will be considered non-defective and the customer will be responsible for all shipping charges incurred during the RMA process.

All items returned under an RMA will be repaired, or at the manufacturer's option replaced with either new or factory refurbished parts.

If a returned product is determined to be damaged or misused, it will be handled according to the out-of-warranty policy in #9 below.

All repaired or replacement parts will have successfully passed the appropriate manufacturing quality assurance test procedures. These are the same tests that are utilized to verify "new build" parts by the manufacturers.

Out-of-Warranty repaired items will carry a warranty as specified by the manufacturer.

8. RMA Closing Procedure

If Novotech has not received the RMA requested items from the customer within thirty (30) days of the RMA assignment date, the RMA will be closed.

Novotech will not accept any packages without an open, valid RMA number appearing on at on the outside of the box/package and reference to the RMA number on the shipper or air way-bill.

Only the specific items listed on the RMA will be accepted. Any other items will be returned to the customer at customer's expense.

After return shipment of a repaired/replacement part to the customer, Novotech will close the RMA.

9. RMA Out -Of-Warranty

A product whose warranty period has expired or which has been damaged or misused may be determined to be out-of-warranty. If your product is determined to be out-of warranty, the following guidelines are applied.

9.1 Repair or Replacement

An out-of-warranty product may be repaired or replaced with new or refurbished parts for a fee dependent on the manufacturer's policies for that particular product. Products that have been damaged or misused may be deemed non-repairable at the manufacturer's determination, and Novotech will in turn provide that information as provided by the manufacturer to the customer.

Out-of-warranty repaired or replaced items will carry the warranty specified by the manufacturer.

All shipping costs for out-of-warranty repaired and/or replaced items are the responsibility of the customer.

9.2 Repair or Replacement Fees

Fees for all out-of-warranty products to be repaired or replaced will be determined by the manufacturer.

Issuing an RMA for any product does not guarantee that the product can or will be repaired/replaced.

9.3 Payment Method

Payment for out-of-warranty repairs can be made as follows:

- On your Novotech account By Visa or MasterCard Via Wire Transfer

10. General Information

Refusals: Refusals of shipments sent from Novotech may be assessed a twenty five percent (25%) restocking fee plus the difference between current market cost and the cost of invoice date, in addition to all freight and insurance charges.

Discrepancies: You have ten (10) days from receipt of product to notify us of any shortages, defects or discrepancies.