

AINA RMA PROCESS

BASICS

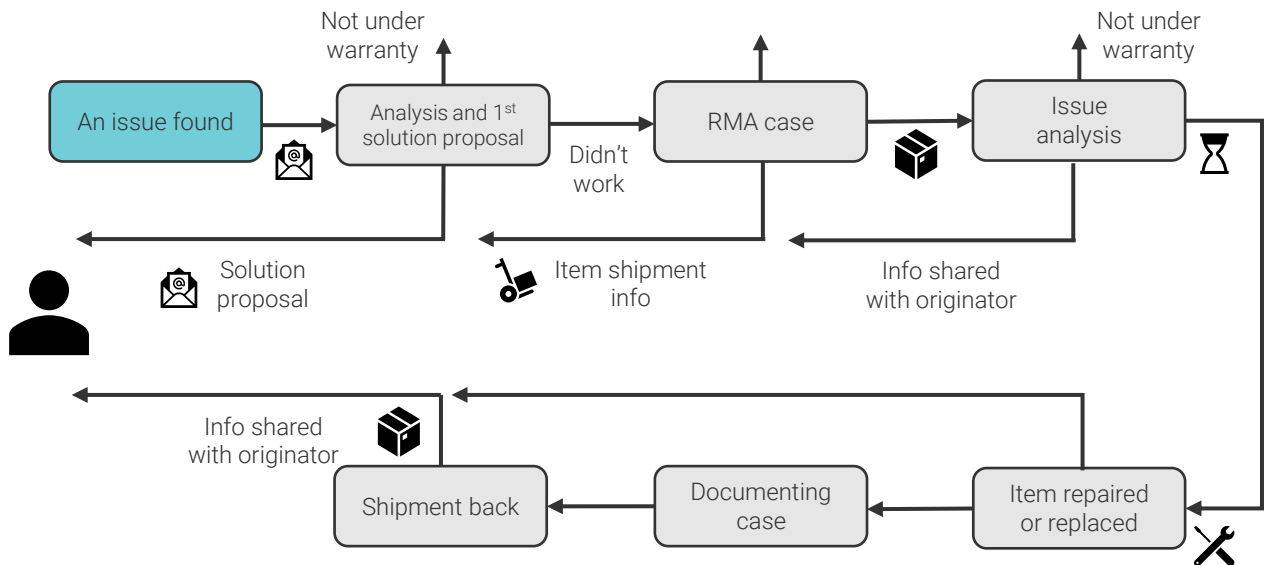
The process is divided into two parts:

1. Identification of whether the product issue is under warranty or not.
2. RMA process after identification.



- AINA PTT products have a 1-year warranty against material or production failures.
- Kindly make sure you have confirmation from AINA before sending anything back

RMA PROCESS



ISSUES WHICH ARE AND ARE NOT UNDER WARRANTY

Issues that are under warranty, for example:

- The PTT button on the device doesn't work as expected.
- The internal software is unresponsive.

Issues that are not under warranty (NuW):

- The device has been dropped (over 2m).
- An unsupported charger has been used (max. USB charger 5V 2.8A).
- The device has been used or charged in too high or low temperatures.
- The device has been opened (except with the AINA Kepler and PTT Smart Button that have battery covers that the users can open).
- The warranty sticker or seal has been removed.
- Any misuse of device (for example, overrun by a car, submerged into water over 1m).

ANALYSIS AND 1ST SOLUTION PROPOSAL

1. First, AINA will conduct an analysis based on the customer's description of the issue.
 - If a solution to the issue is found, this will be shared with the customer (usually, most of the cases can be solved with simple directions for resetting or re-pairing the device).
 - If it's not a known or common issue, AINA will try to replicate the problem and come up with a possible solution to offer to the customer.
2. If the steps above do not solve the issue, an RMA will be opened.

RMA

- When an RMA is opened it usually means that the device will be collected back to AINA's office in Finland.
- The device(s) needs to be packed with all parts related to the case (for example, headset or charger).
- The customer is responsible for packing, and will agree with AINA on the shipping method and cost.
 - If AINA arranges the shipping, AINA will provide all needed documents to the customer - including shipment collection.
 - If the customer handles the shipping, AINA may help with some of the documents. Tracking information needs to be sent to AINA, when available.

ANALYSIS

- When the device arrives to AINA, a basic analysis will be made.
 - If there is e.g. heavy marks on the outside of the device that show that it has been misused or opened – this will not be under warranty.
 - When it is not a warranty repair, the cost of repair will be 40€/h plus parts.

- Based on the analysis plus description from the customer, a decision for further action will be made.
 - One of the first actions is a full device reset.
 - Then, the device might be e.g. opened for further analysis.
 - Trial use with different apps.
 - Trial use with different devices.

ITEM REPAIRED OR REPLACED

- After the analysis, a decision is made to either repair or replace the device.
- If repaired, there are two things that can be done:
 1. Needed parts will be changed.
 2. The device will be re-programmed with the latest software.
- After repair, basic testing will be carried out.
- If a replacement decision has been made, the customer gets a new device.

DOCUMENTING RMA

- RMA cases will be documented and the outcome notified to the customer.
- If the device is not under warranty and has not been or could not be repaired, the customer can choose to either have their device shipped back to them or the device can be disposed of by AINA.
- If the device is under warranty, AINA will return the device.
- All RMA related material sent by the customer to AINA will be sent back in the return shipment.
- Shipment tracking will be sent to the customer.