**RETURN MERCHANDISE AUTHORIZATION (RMA) PROCESS**

This document provides guidelines for the return of purchased Plugin Optics products.

1. Gather the information from the list below, which is needed for an RMA.
2. Contact a member of the Plugin Optics support team to determine if the product qualifies for an RMA.
3. Provide the requested information for the product being returned. Once authorized you will be assigned an RMA number.
4. Package the product for return being sure to include all the pertinent information for successfully completing the transaction.
5. Once the returned product is received, as requested, the Plugin Optics team will complete the return.

REQUIRED INFORMATION

RMA#: *Assigned by Plugin Optics*

Date: DD-MM-YYYY

Company Name: Fiber Network, inc.

Customer Contact Name: First and Last

Customer Contact Email: John.Doe@FiberNetwork.com

Customer Contact Number: 555-555-0555

Customer Purchase Order Number: PO#XYZABC

Product Part#: PLO- XXX-XXX

Product Serial Number**:** xxxxxxxxxxxx

Purpose of Return

*Please provide detailed data…*

PACKAGE THE PRODUCT FOR RETURN

**\*Write RMA Number on Box, Package Properly and Return To:**

Plugin Optics, Inc.

Attn: RMA Dept.- RMA No. [####]

4765 NW 103 Avenue, Bay 21

Sunrise, FL 33351

**Customer Return Address**

**Company Name:** Fiber Network, inc.

**Customer Contact Name:** John Doe

**Street Address:** 1234 Main St.

**City:** Capitol City, USA

**Zip:** #####

**Tel:** (###) ###-###

ADDITIONAL RMA INFORMATION

* Failure to obtain and RMA number, Not marking the number on the packaging, or failure to provide return shipping address can result in a delay in processing the RMA.
* Advance replacements: If advance replacement is required it should be noted in the initial request and approval will be determined and authorized at time of RMA request.
* Test analysis will be performed by Plugin Optics Technical Support Team upon receipt of the suspect product.
* If No Fault Found: If the returned product is functioning properly the product will be returned to the customer. If advanced replacement of the product was provided the customer will then provide a new Purchase Order for the advanced replacement.