



Return Material Authorisation (RMA) Process for Products Under Warranty for iBT and you (the supplier):

1. STANDARD WARRANTY POLICY

The length of the warranty differs between product models. For details please see the specific warranty for your product.

2. SUPPORT CONTACT

If an iBT product exhibits signs of failure, you (the supplier) must contact our Support department. If the iBT Support Representative cannot correct the problem by remote support methods i.e. phone, email or remote view and determines that the problem is a result of product failure covered under iBT's warranty policy then a RMA number will be issued.

Support can be contacted by visiting www.iBoardTouch.com/support

3. RMA CONFIRMATION

Requests for RMA are typically processed between 9:00am to 6:00pm GMT. Technical Support will send the RMA application form to you (the supplier) and you will need to contact the end user to help complete the form and send it back with the product.

4. PACKAGING

Original packaging should be used if available to minimise the potential for shipping damage. If items are damaged during shipping due to insufficient packaging, it will be left to iBT's discretion to determine whether or not the product is repairable.

- Use the original packaging if available
- Ship the RMA products using traceable means
- Write the RMA number on the Air Waybill or Shipper
- Write the RMA number on the outside surface of each return package.
- Allow 14 days after receipt of RMA by iBT.

5. ADDRESS

All RMA packages should be shipped to:
iBoardTouch
Pavilion Business Park
Leeds
West Yorkshire
LS12 6AJ

6. TRACKING

All RMA return items must be sent via traceable means. Examples would be UPS, FedEx, DHL. Be sure to retain the tracking information for your records. The end user is responsible for the product until it is received by iBT. iBT is liable for the returned item upon receipt of the shipment.

7. DELIVERY CHARGES

The end user is responsible for paying shipping charges when returning products to iBT. iBT will pay shipment of repaired products back to the end user.

8. RMA TURNAROUND TIME

Within 14 days after receipt of returned products, the repaired or replacement products will be ready for return shipment. Standard method for shipment takes 5-7 days.

9. REPLACEMENT

The product that is shipped to the supplier/end user may be new or refurbished but will be certified functionally equivalent to the original product and will be warranted for the remainder of the original warranty.

10. RMA REPAIR AND TEST PROCEDURES

All products returned under a RMA will be repaired, or at iBT'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.

All repaired or replacement products will have successfully passed the appropriate manufacturing quality assurance test procedures. These are the same tests that are utilised to verify 'new build' products as manufactured by iBT.

11. RMA CLOSING PROCEDURE

If iBT has not received the RMA requested products from the supplier/end user within 7 days of the RMA number being issued, the RMA will be closed. iBT will not accept any packages without an open, valid RMA number. Only the specific products listed on the RMA will be accepted. All other products will be returned to the supplier at the supplier's expense.

After return shipment of a repaired/replacement part to the supplier/end user, iBT will close the RMA and related support ticket.

12. RMA OUT-OF-WARRANTY

A product whose warranty 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 apply:

- Repair or Replacement - an out-of-warranty product may be repaired or replaced with new or refurbished parts for a fee. Products that have been damaged or misused may be deemed non-repairable by iBT Support engineers.
- Out-of-warranty repaired or replaced products carry a 90-day warranty. All shipping costs for out-of-warranty repaired and/or replaced products are the responsibility of the end user.
- A non-refundable diagnostic fee is required to determine whether the product can be repaired. If the product is repairable, the charge for repair will be advised. If the end user approves the charge, the diagnostic fee will be credited towards the repair costs.

13. PAYMENT METHOD

Payment can be made as follows:

- By Credit Card / Debit Card
- Wire Transfer



Warranty Support Procedure

1. FAQ

When the end user first notices an issue, the supplier's first step should be to visit our FAQ on

<http://apps.iboadtouch.co.uk/faq>.

The FAQ has a search function so you can search for FAQs relating to the issue. The FAQ is vast and is constantly being updated to ensure it is up to date.

2. RAISE A SUPPORT TICKET

<http://apps.iboardtouch.co.uk/ibtticket>

Should the FAQ not help resolve the issue then you (the supplier) should raise a ticket on

<http://apps.iboardtouch.co.uk/ibtticket>.

Including as much details as possible, such as the product model and serial number (the FAQ has a walkthrough on how to find these), all steps taken to resolve the issue so far and what the outcome has been as well as much information in regards to the actual issue and how it occurred.

iBoardTouch Support will contact you (the supplier) within 4 hours of the ticket being raised, either via the ticketing system or by phone.

2.1 SUPPORT TROUBLESHOOTS

Support will contact you (the supplier) who has raised the ticket over the phone or on the ticketing system to troubleshoot (it is strongly recommended that the person raising the ticket must have the contact telephone number of someone who has access to the product).

Support will walk through some steps to try and resolve the issue. From here we will either resolve the issue or book in a time where we can remote into the screen at the end users convenience.

If troubleshooting resolves the issue then support will close the ticket.

2.2 REMOTE SESSION VIA TEAMVIEWER

Support will remote into the computer and try to resolve the issue. If the issue has been resolved, support will then close the ticket.

If the issue does not resolve then support will generate a RMA and send it to you (the supplier) so that the end user can return the product for repair/replacement under the RTB warranty.

3. RETURN TO BASE (RTB) WARRANTY

Once iBoardTouch Support receives the completed RMA form and product it is a 48 hour turnaround for a typical warranty repair (though you are advised this can take up to 14 days). The product will then be dispatched back to the end user, or the address that has been requested on the ticket if it is different. The standard method of shipping takes around 5-7 days.

Support will inform the person (you, the supplier) who raised the ticket that the product has been dispatched. Once the item has been delivered Support will update the ticket with a POD and close the ticket.

Please use the ticketing system to ensure that response times are met.

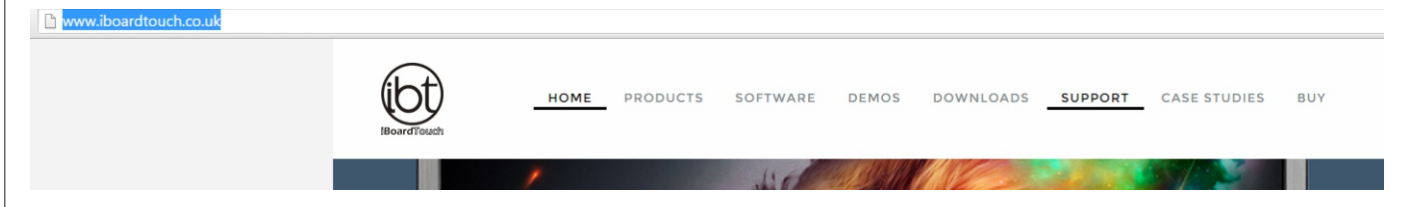


Warranty Support Procedure HOW TO RAISE A SUPPORT TICKET

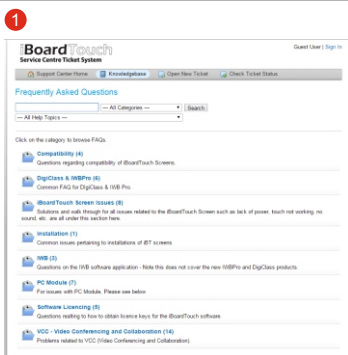
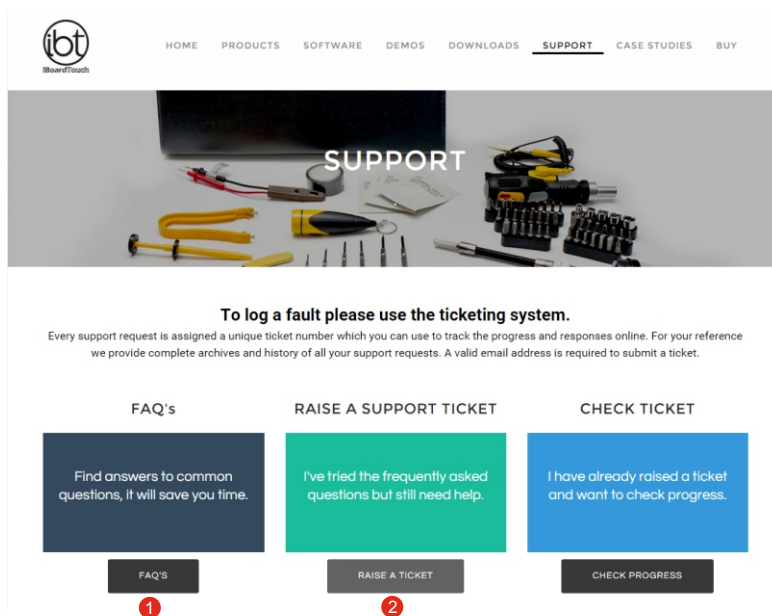
www.iBoardTouch.com

These instructions are available to download from the support page on the website

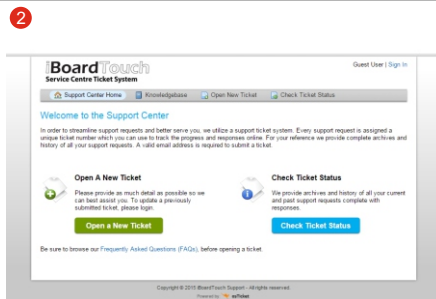
Go to iboardtouch.co.uk and click 'Support' on the top menu bar.



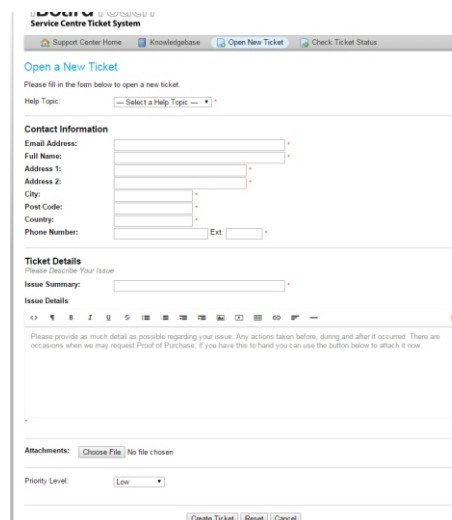
Click FAQ's and check if the problem you are experiencing has been covered in the trouble shooting section.



If the FAQ section does not assist you to resolve your query you should raise a support ticket.



When you click 'Open a New Ticket' you will be asked to provide as much detail as possible to ensure the engineer can process the ticket quickly.





You are advised to enter the **serial number of the product into the relevant field as failure to provide this information can delay a response.
You also have the option to add video recordings (of the fault).

Service Centre Ticket System

Support Center Home Knowledgebase Open New Ticket Check Ticket Status

Open a New Ticket

Please fill in the form below to open a new ticket.

Help Topic:

Contact Information

Email Address:

Full Name:

Address 1:

Address 2:

City:

Post Code:

Country:

Phone Number: Ext:

Ticket Details

Please Describe Your Issue

Issue Summary:

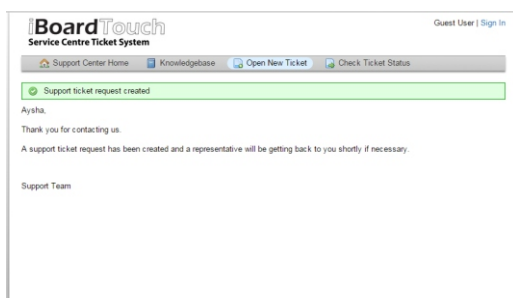
Issue Details:

Please provide as much detail as possible regarding your issue. Any actions taken before, during and after it occurred. There are occasions when we may request Proof of Purchase, if you have this to hand you can use the button below to attach it now.

Attachments: No file chosen

Priority Level:

Once you have clicked 'Create Ticket' you will receive confirmation that a ticket has been created via the email address you provided, this will contain your ticket number (in the header of the email). Please do not respond to the confirmation email as this is a noreply email address.



An engineer will contact you either by telephone and/or update the ticket (depending on the fault and level of warranty cover). They may suggest some trouble shooting first by updating the ticket with instructions that they will then talk you through.

An engineer will usually contact you by telephone please ensure you enter a valid contact number. You can check the progress of your ticket by visiting iboardtouch.co.uk/support and clicking 'Check Progress'.

Please use the ticketing system to ensure that response times are met.