

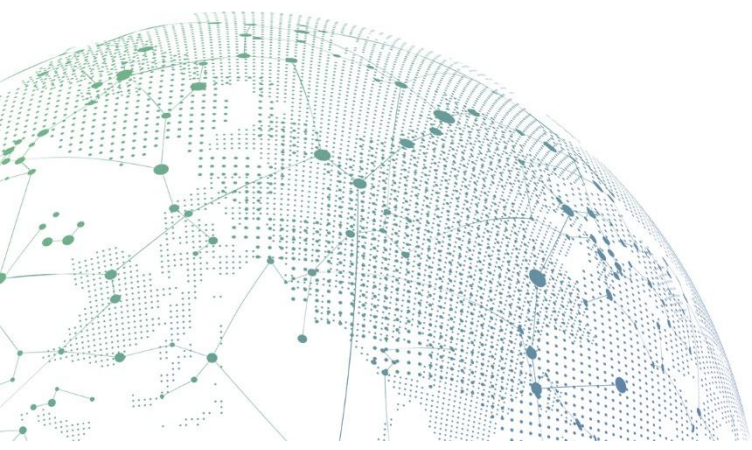


**SANGFOR**



**SANGFOR Malaysia**

## **Return Materials Authorization (RMA) Procedure**



## Change Log

Date	Change Description
May 5, 2020	Version 1.0 document release.

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# 1. Introduction

This RMA Process aims to assist SANGFOR customers and partners to return a suspected hardware to the manufacturer, please find the RMA Process detailed as below.

## 2. RMA Procedure

Step 1: Contact SANGFOR TAC (Technical Assistance Center) to get the troubleshooting assistance. SANGFOR support engineer will assist you to troubleshoot the issue and verify whether any hardware repair or replacement is needed. If the hardware is verified likely to be defective, Engineer will issue a Return Material Authorization (RMA) Case and request customer to provide the following customer information of the unit that needs repair or replacement.

**Company/Organization Name**

**Contact Person**

**Contact Phone Number**

**Contact Email Address**

**Shipping Address**

**Problem Description**

**Serial Number and Gateway ID of the Unit Requested for Support**

The **RMA Track ID (RMA TID)** is to ensure the proper tracking and handing of the returned unit. Any returned unit without an authorized **RMA TID** will be rejected. **RMA TID** may also use the case ID in iCare and every RMA case has to be record into iCare system. If there's any customer purchased a temporary device replacement warranty, therefore SANGFOR will need to provide a temporary device to customer.

Step 2: Please labeling the following information on the outside of shipping package clearly.

**RMA TID**

**Hardware Serial Number of Shipping Unit**

SANGFOR will reject any product without an authorized **RMA TID** at the time of delivery. At the meantime, SANGFOR will return the unit without proper RMA labeling to the shipper via collect freight.

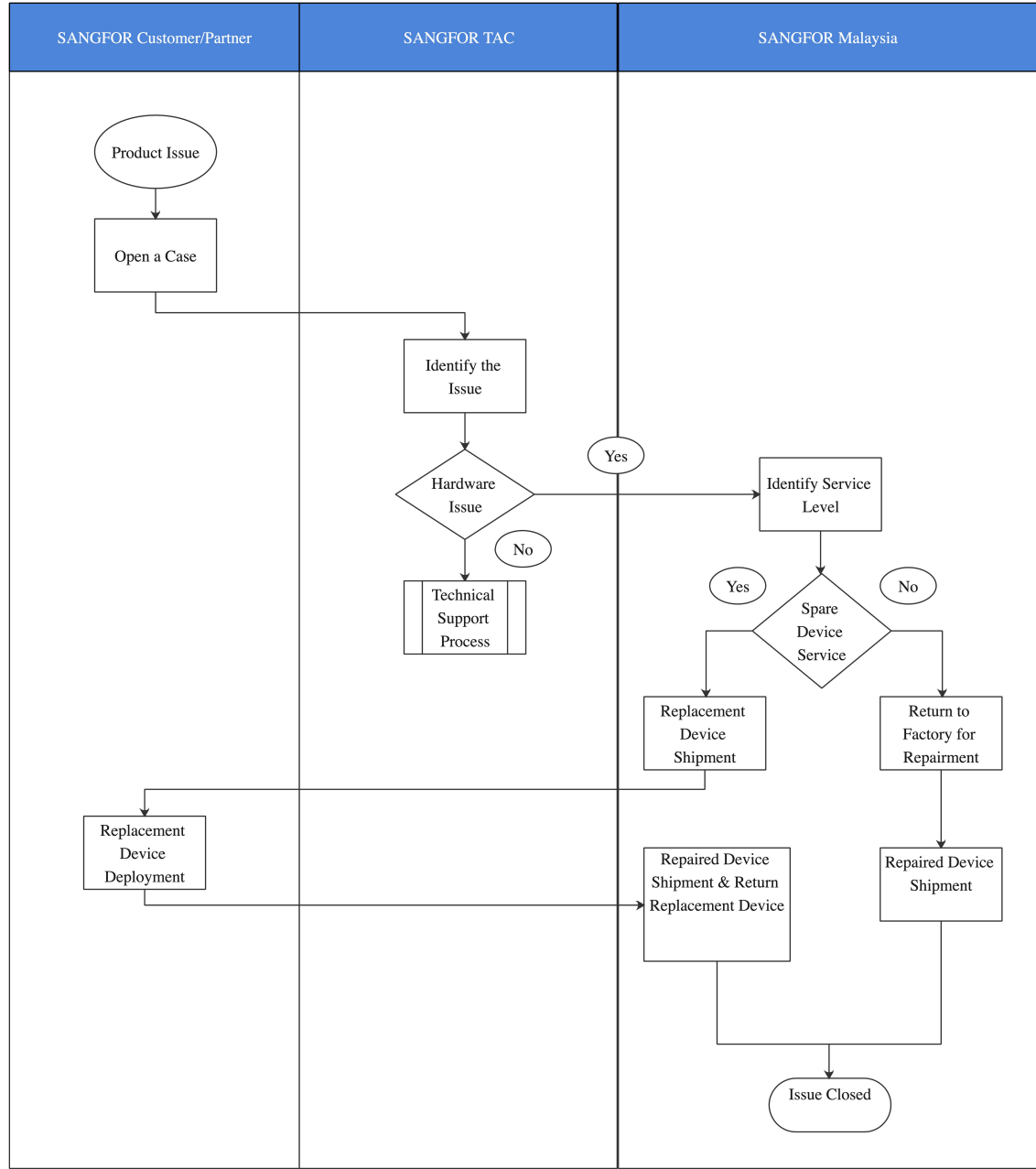
It is essential to use the original container or the similar equivalent. All shipments need to be properly packaged. Customer will be responsible for any damage or loss in transit, if Customer fails to use adequate packaging or ships the Product on their own account.

Step 3: Return the defective unit to SANGFOR

If the process involves the replacement of spare unit or parts, SANGFOR will provide the spare unit or parts and take defective back.

When a replacement unit has been issued, the customer will receive a shipment notification which will include instructions regarding the defective hardware return process.

The defective hardware is required to return to SANGFOR within 5 working days after the replacement unit has been delivered. If the defective unit has not been returned within 15 working days after the replacement unit has been delivered, customer will be invoiced at a full list price of the replacement unit.



### 3. RMA Contacts and Shipping Addresses:

#### **Sangfor Technical Assistance Center**

##### **Email**

Send the following information to **tech.support@sangfor.com**

Serial number of hardware with issue.

Software version

Configuration data

Detailed description of the issue, including the impact and coverage.

The activity when the issue occurred.

##### **Phone**

Malaysia: 1700 81 7071

International: +60 12711 7129 (7511)

#### **Sangfor Technologies (Malaysia) Sdn Bhd**

Add: 47-10 The Boulevard Offices, Mid Valley City, Lingkaran Syed Putra, Mid Valley City,  
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