



# RMA Procurement Process

## RETURN MATERIAL AUTHORIZATION (RMA) GENERAL INFORMATION

All product returns or replacements must adhere to LifeSafety Power's Return Material Authorization (RMA) process. Before returning any product, an RMA/CCF number must be obtained from LifeSafety Power (LSP) after troubleshooting has been performed in accordance with the LSP Technical Support department. For factory pre-configured systems, LSP reserves the right to provide component(s) of the system in lieu of the entire unit. The information below outlines the process for obtaining an RMA/CCF on a LifeSafety Power product.

## RESTOCKING FEES

Credit Returns for system part numbers or Boxed items in their original unsealed packaging are subject to a restocking fee, which is deducted from the credited amount. Items that are not factory sealed or damaged may be subject to an additional charge.

Restocking fees are as follows:

### Option 2

**20%** - Components & Enclosures or Traditional Power Systems

**40%** - Unified Power Solutions®, ProWire® Prewired Systems, SSPN Customer Special Part Numbers or Customized Products

## CREDIT RETURNS (REQUIRES A DIRECT ACCOUNT)

Credit returns may be obtained directly through LSP only if the products being returned were originally purchased directly through LSP by the customer requesting the return. The original PO number must be provided, and a restocking fee will apply. The customer is responsible for shipping charges on the return.

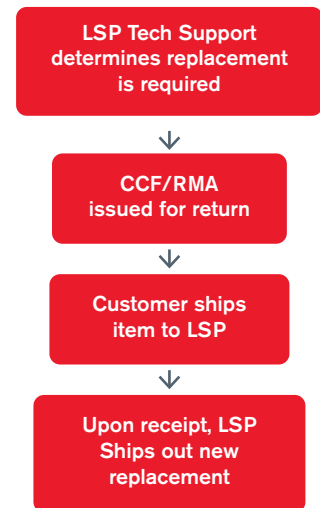
## STANDARD REPLACEMENTS (WITHOUT A DIRECT ACCOUNT)

Indirect customers and Integrators **without a direct account** with LSP may obtain standard replacements directly through LSP. Upon processing the replacement request, a CCF/RMA number will be issued to the requestor to allow the rejected item to be shipped back to LSP. The customer is responsible for shipping charges on the returned part. Once LSP has received the rejected product, we will ship the new replacement unit at no charge.

## STANDARD REPLACEMENTS (WITH A DIRECT ACCOUNT)

Integrators **with a direct LSP account** may obtain standard replacements directly through LSP. Upon processing the replacement request, a CCF/RMA number will be issued to the requestor to allow the rejected item to be shipped back to LSP. The customer is responsible for shipping charges on the returned part. Once LSP has received the rejected product, we will ship the new replacement unit at no charge.

### STANDARD REPLACEMENT





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## ADVANCE REPLACEMENTS (WITHOUT A DIRECT ACCOUNT)

Indirect customers and Integrators **without a direct account** with LSP can obtain an RMA through the original point of purchase. If this is not possible, you may obtain advance replacements directly through LSP with a valid credit card. Upon processing the advance replacement request, a replacement part will be shipped out. Once the replacement part is installed, **the old part must be returned**. If a product is not returned in 60 days, the credit card will be charged for the replacement part. The customer is responsible for shipping charges on the returned part.

## ADVANCE REPLACEMENTS (WITH A DIRECT ACCOUNT)

Integrators **with a direct LSP account** may obtain advance replacements directly through LSP. Upon processing the advance replacement request, a replacement part will be shipped out. Once the replacement part is installed, **the old part must be returned**. If a product is not returned in 60 days, the account will be charged for the replacement part. The customer is responsible for shipping charges on the returned part.

## INTERNATIONAL REPLACEMENTS (REQUIRES A DIRECT ACCOUNT)

Integrators **with a direct LSP account** may obtain advance replacements directly through LSP. Upon processing the advance replacement request, a replacement part will be shipped out & invoiced. LSP will pay for outbound freight associated with the replacement. Customer is responsible any associated duties and fees. Once the replacement part is installed, **the rejected part may be requested to be returned for evaluation**. If a product is requested to be returned and is not returned within 60 days, a credit will not be issued. If a product is not requested to be returned, credit will be immediately applied against the replacement invoice.

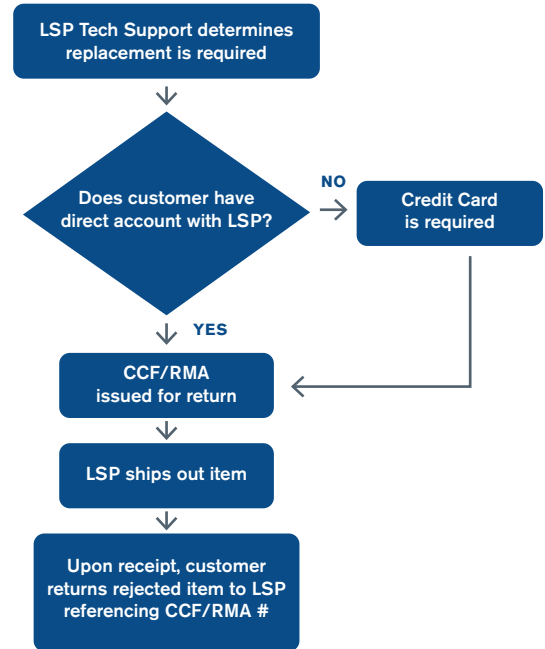
## INTERNATIONAL CREDIT RETURNS (REQUIRES A DIRECT ACCOUNT)

Credit returns may be obtained directly through LSP only if the products being returned were originally purchased directly through LSP by the customer requesting the return. The original PO number must be provided and a restocking fee will apply. The customer is responsible for shipping charges and any applicable taxes and duties on the return.

## INTERNATIONAL REPLACEMENTS AND CREDIT RETURNS (WITHOUT A DIRECT ACCOUNT)

International end customers and Integrators without a direct account with LSP must obtain a replacement/credit through the original point of purchase.

### ADVANCED REPLACEMENT



### INTERNATIONAL ADVANCED REPLACEMENT

