

## Objective:

- To be knowledgeable of the ARLO RMA process for Non 50 States US Territories.
- To illustrate how to initiate and manually complete an RMA.
- Ensure that all Advocates are familiar with the interface when manually completing an RMA
- List down all information and steps that either need to be taken or shared to the customer in order to set a proper expectation when completing an RMA in Salesforce.

## RMA Coverage:

Arlo provides Warranty Support for U.S Territories such as Puerto Rico, Guam and U.S. Virgin Islands. FedEx - the delivery courier for the United States, considers U.S. Territories deliveries as international deliveries. Hence, customers from such states may be subject to duties, taxes and brokerage fee. Customers are responsible for any fees incurred.

US Territories can be identified by the following state abbreviations.

- AMERICAN SAMOA - AS
- FEDERATED STATES OF MICRONESIA - FM
- GUAM - GU
- MARSHALL ISLANDS - MH
- NORTHERN MARIANA ISLANDS - MP
- PALAU - PW
- PUERTO RICO - PR
- VIRGIN ISLANDS - VI

## Return Merchandise Authorization – Non 50 States US Territories

### RMA Process Description

- After the troubleshooting is done and the product has been determined defective, the expert must first check if the device is under Product Entitlement. Proof of purchase may be requested if necessary.
- If the device is entitled for a replacement, then the expert must proceed with generating an RMA for the customer by clicking on “Initiate RMA” button.
- Expert will choose the replacement product and must confirm the customer’s email address before clicking “Save” to ensure that the customer will receive notifications once an RMA is initiated.
- Manual RMA Process for US Territories. (See Advance RMA for US Territories)
- **For Standard Swap Exchange**, customers will need to return faulty device via US Postal Service to Arlo Return Address with their RMA number.

#### **Arlo Returns**

3605 Knight Road, Suite 101  
Memphis. TN, 38118  
RMA #

- **For Advance RMA for US Territories**, advise the customer that they will not be able to use the enclosed pre-paid FedEx label to return defective product to Arlo.
- Arlo will reimburse shipping charges incurred for return of defective product shipped via U.S. Postal Service ONLY. If a customer requested a reimbursement, advise the customer to submit the following to Customer Service at [customerservice@arlo.com](mailto:customerservice@arlo.com). Refund will be processed either via \*check or \*\*wire transfer.
  - ✓ Copy of the USPS Shipping receipt
  - ✓ Case Number
  - ✓ RMA Number
  - ✓ US Territory Address
- Customers will need to return faulty device to Arlo Return Address with their RMA via US Postal Service ONLY.

#### **Arlo Returns**

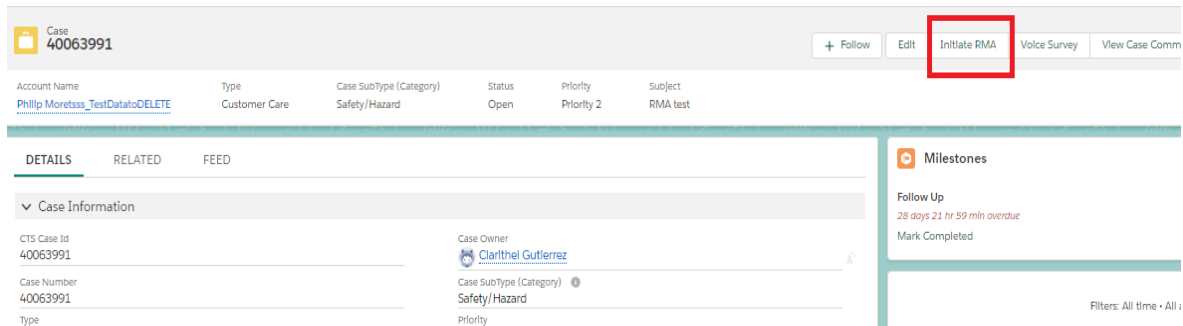
3605 Knight Road, Suite 101  
Memphis. TN, 38118  
RMA #

- Arlo will reimburse the actual shipping costs by issuing a credit to the paid RMA charges and the refund will be credited to customer’s credit card.
- Notate request for shipping reimbursement in case notes.
- Escalate case to Arlo CCT to review and process reimbursement.

## Return Merchandise Authorization – Non 50 States US Territories

### Instructions on How to Initiate and Complete RMA:

- Click on “Initiate RMA” under a case which is linked to the device that is being replaced.



Case 40063991

+ Follow Edit **Initiate RMA** Voice Survey View Case Comm

Account Name	Type	Case SubType (Category)	Status	Priority	Subject
Philo Moretss_TestData@DELETE	Customer Care	Safety/Hazard	Open	Priority 2	RMA test

DETAILS RELATED FEED

Case Information

CTS Case Id: 40063991

Case Number: 40063991

Type

Case Owner: Clarithel Gutierrez

Case SubType (Category): Safety/Hazard

Priority

Milestones

Follow Up: 28 days 21 hr 59 min overdue

Mark Completed

Filters: All time • All

- Select the correct model and click “Save”.

Product to RMA : Arlo Gen5 Ultra Wire-free Camera(VMC5040)(5GG2917TAC62B)

\* Item : Main Unit

RMA processed by : Trace

\* Replacement Product : Please select a replacement product

Customer Email : omit2006@gmail.com

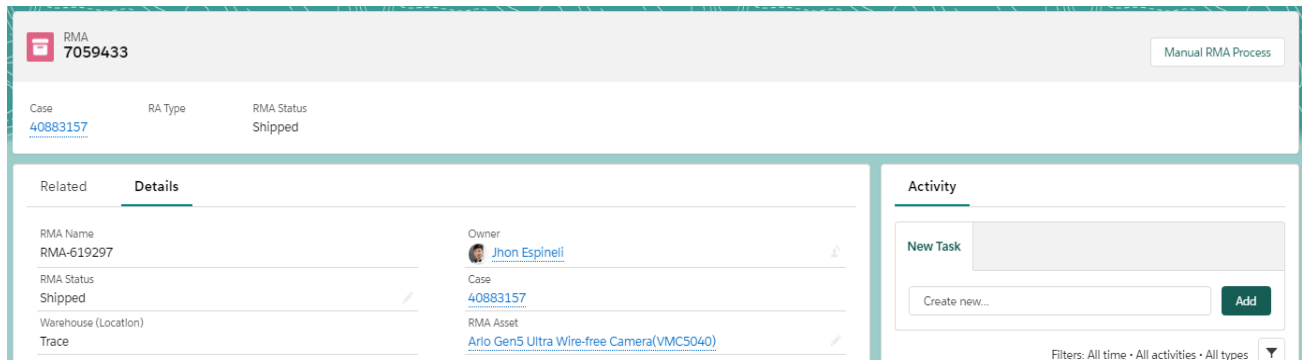
Please select a replacement product

- 107-10605-01( SASY,IR LED LAMP,LWKLED-021) - (11 in stock)
- 107-10614-01( SASY,WALL MOUNT HW,2 PACK) - (130 in stock)
- 107-10920-02( SASY,GEN2,WALLMOUNT,VZ) - (1811 in stock)
- 107-11054-01( SASY,POE DONGLE) - (41 in stock)
- 107-11396-02( SASY,ARLO GO ACCESSORY KIT) - (37 in stock)
- 107-11397-01( SASY,ARLO PRO/PRO2 ACCESSORY KIT) - (6 in stock)
- 107-11452-01( SASY,MAGN ARTIC MOUNT,G5) - (40 in stock)
- 107-11470-01( SASY,WALL MOUNT SCREW KIT,GEN5) - (29 in stock)
- 107-50019-01( SASY,WALL MOUNT SCREW KIT,BLK,GEN5) - (10 in stock)
- 107-50020-01( SASY,MAGN ARTIC MOUNT,BLK,GEN5) - (10 in stock)
- 270-13064-01( LBL,WINDOW DECAL,73.7X90.4MM) - (982 in stock)
- 270-13699-01( LBL,WINDOW DECAL,90X73MM,BLUE) - (2 in stock)
- 280-12460-01( PLP,VM2,CVR,TXT,BLK,2805) - (306 in stock)
- 282-10112-01( PLP,VM5,WALL MOUNT,GLS,WHT,2856) - (10 in stock)
- 300-10746-01( MISC,SECURITY MOUNT,STAINLESS,GEN4) - (49 in stock)
- 300-10794-01( MISC,SECURITY MOUNT,SS,WHT,ARLO) - (40 in stock)
- 300-10849-01( MISC,SIM CARD,ZOOM MEDIA PLUS) - (174 in stock)
- 300-11060-01( MISC,SCREWDRIVER W/BIT) - (12 in stock)
- 300-11092-01( MISC,MOUNT,SS,WHT,ARLO) - (18 in stock)

Save Cancel

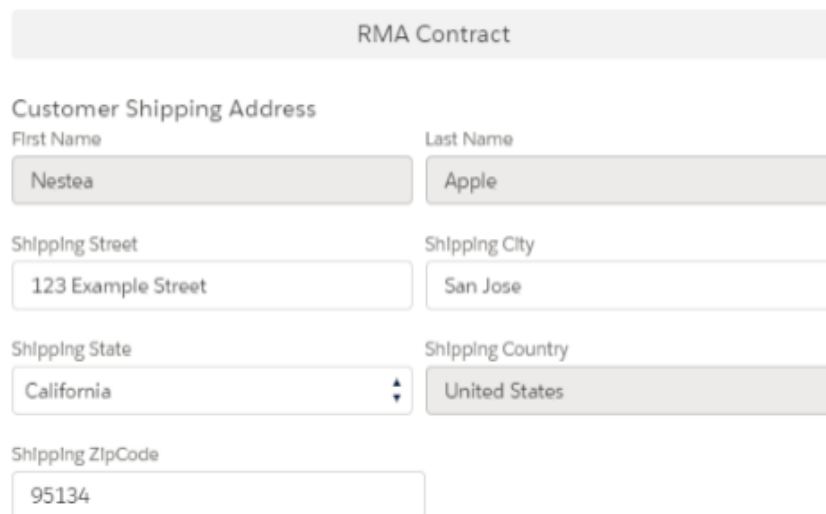
## Return Merchandise Authorization – Non 50 States US Territories

- After clicking on 'Save', an RMA number will be generated and an option to manually process the RMA will be available. Customer will receive an Online RMA with the instructions to complete the RMA. For special RMA options, you may manually complete the RMA for the customer.



The screenshot shows the Arlo RMA management interface. At the top, there's a header with the RMA number 7059433 and a 'Manual RMA Process' button. Below this, a table displays the RMA details: Case (40883157), RA Type, and RMA Status (Shipped). The main section is divided into 'Related' and 'Details' tabs. The 'Details' tab shows the RMA Name (RMA-619297), RMA Status (Shipped), Warehouse (Location), and Trace. The 'Activity' tab shows a 'New Task' section with a 'Create new...' button and an 'Add' button. The bottom right corner shows filters: All time, All activities, All types.

- Complete the shipping information.



The screenshot shows the 'RMA Contract' form. It includes fields for Customer Shipping Address: First Name (Nestea), Last Name (Apple), Shipping Street (123 Example Street), Shipping City (San Jose), Shipping State (California), Shipping Country (United States), and Shipping ZipCode (95134).

## Return Merchandise Authorization – Non 50 States US Territories

- Then choose from the list of RMA types then click submit.

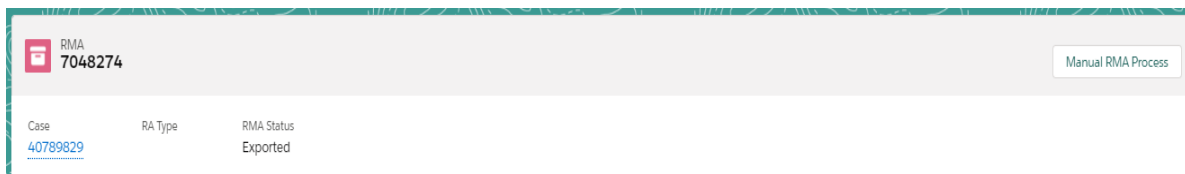
Select Contract			
	CONTRACT NAME	CURRENCY	COST
<input type="radio"/>	Adhoc charge	USD	0
<input type="radio"/>	Advance Ground - Business Products - (North America only)	USD	19.9
<input type="radio"/>	Advance Ground - Home Products - (North America only)	USD	16.9
<input type="radio"/>	Advance Next Business Day (Reduced Price) - Business Products	USD	19.9
<input type="radio"/>	Advance Next Business Day (Reduced Price) - Home Products	USD	16.9
<input type="radio"/>	Advance Next Business Day - Business Products - (North America only)	USD	49.9
<input type="radio"/>	Advance Next Business Day - Home Products - (North America only)	USD	29.9
<input type="radio"/>	North America - Advanced Priority - POWERSHIFT RMAS	USD	0
<input type="radio"/>	North America - Advanced Ground - Business (Shipping Waived)	USD	0
<input type="radio"/>	North America - Advanced Ground - Home, Adapters&Antennas (Shipping Waived)	USD	0
<input type="radio"/>	North America - Advanced Next Business Day - Accessories	USD	25.9
<input type="radio"/>	North America - Advanced Next Business Day - Accessories (Shipping Waived)	USD	0

- For expedited shipment (shipping waive, and payment required RMAs), the page will be redirected to a payment gateway asking for the customer's contract information and billing information (billing address and shipping address should match).

2. Billing Information	3. Payment Information
First Name <input type="text"/>	Card Number <input type="text"/>
Last Name <input type="text"/>	CVV Number <input type="text"/>
Email <input type="text"/>	Expiration Month Select Month <input type="text"/>
Company Name <input type="text"/>	Expiration Year Select Year <input type="text"/>
Street Address <input type="text"/>	

## Return Merchandise Authorization – Non 50 States US Territories

- Click “Submit”. Confirm all the details are correct and then click on “Place Your order”
- The page will be routed to an RMA page where RMA Status will show.



Case	RA Type	RMA Status
<a href="#">40789829</a>		Exported

Manual RMA Process

- **Pending Customer Action** – RMA has not been completed. No shipping option selected yet.
- **CCT RMA Screening** – RMA has been flagged for Fraud Validation.
- **Ready for Export** – RMA has been approved and details is being forwarded to fulfillment team.
- **Exported** – RMA details have been received by the fulfillment team. Replacement item is being processed.
- **Shipped** – Replacement item has been fulfilled and forwarded to courier service for delivery.

### When to Manually Process an RMA:

There will be instances wherein an RMA has to be completed manually. Mentioned below are the common scenarios where an RMA must be manually completed.

- Customer has no internet access to check his email to complete the online RMA.
- Customer refused to complete the RMA online and requested assistance over the phone.
- Approved shipping fee waive RMAs.
- Where the RMA must be completed as Ship Only, Refund NA and RMA Associate.

### Expectations to Set When Manually Processing RMA:

- Once the RMA has been completed manually, experts, Supervisors, TMs or CCT Advocates who completed the RMA will be the person responsible in providing all RMA related details to the customer. The required information are as follows:
  - ✓ RMA Number
  - ✓ Correct shipping details such as shipping address, phone number and email address.
  - ✓ Shipping options and descriptions.
  - ✓ Return instructions.
  - ✓ Possible Ad Hoc and Admin fee for non-return and late return respectively.
  - ✓ RMA fulfillment center address.
  - ✓ RMA online link for status check at <https://www.arlo.com/rma/rmacheck.aspx>
  - ✓ RMA Email confirmation

## Return Merchandise Authorization – Non 50 States US Territories

### RMA Points to Remember:

- Arlo Warehouses do not send to PO Box Address. Ask customer for a physical address.
- If the card's billing address is a PO Box, please enter the box number on the address field then send an email to fulfillment center and provide the physical shipping address of the customer.
- Similarly, if the preferred shipping address is different from the card's billing address, please use the card's billing then send an email to fulfillment center and provide the preferred shipping address of the customer.
- If the caller is not the card owner, make sure to speak with the card owner to obtain his authorization before collecting the card details.
- For approved shipping waive RMAs, advise the customer of the authorization hold of either a \$1.00 or \$2.00
- For expedited shipping RMAs, advise the customer of the actual shipping charge and the possible Ad-hoc fee for unreturned unit.
- We accept Amex, Visa, MasterCard and Discover Card **ONLY**.
- If the RMA has been successfully completed, customer will receive an email confirmation about the completed RMA.
- **Cut Off time** – refers to the deadline that an RMA must be completed for the device to be shipped. US and Canada have a cut off time of 3PM PST for all types of RMAs. For example, an Advance Ground RMA must be completed before 3PM PST for it to be shipped within 2-3 days. Otherwise, the RMA will be shipped the best business day plus the 2-3 days delivery.
- **Ad-hoc Fee** - A charge automatically deducted to the customer's credit card for not returning the unit on time (10 business days from the date that the replacement device is received). This fee is equivalent to the current listing price of the device
- **Admin Fee** – A charge of \$20.00 deducted from the customer's Ad-hoc Fee. If a customer returned the device after being charged for an Ad-hoc Fee, a partial refund of the Ad-hoc Fee will be provided deducting an Admin Fee for the late return.

### RMA Shipping Options:

- **Standard Swap Exchange** - The faulty device needs to be sent to us first (at customer's expense). Once received, the replacement will be shipped within one business days via ground services which usually takes 3-5 business days (at our expense).
- **Advance Ground - Home Products** – The customer will be charged **\$16.90**. The RMA fulfillment center will send the replacement device first with a prepaid shipping label. Defective product must be returned within 10 business days of receiving the device. If the customer failed to return the device on time, an Ad-hoc Fee will automatically be deducted to their card.
- **Advance Next Business Day - Home Products** - Customers will be charged a fee of **\$29.90**. The fulfillment center will send the replacement device first in the next business day with a prepaid shipping label. Defective product must be returned within 10 business days of receiving the device. If the customer failed to return the device on time, an Ad-hoc Fee will automatically be deducted to their card.

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- **Advance Next Business Day (Reduced Price) - Home Products** – Customers will be charged a fee of **\$16.90**. This RMA option must be completed by a Supervisor or CCT and can be offered first on NBD shipping RMAs rather than NBD shipping fee waived. With this option, the replacement device will be shipped the next business day (RMA must be completed before 3PM PST). If the customer failed to return the device on time, an Ad-hoc Fee will automatically be deducted to their card.
- **NA - Advanced Ground - Home, Adapters & Antennas (Shipping Waived)** – This RMA is free. Customer will receive their replacement unit first via Ground and a prepaid label will be shipped along with the package for the customer to return the defective unit. If the customer failed to return the device on time, an Ad-hoc Fee will be deducted to their card automatically.
- **NA - Advanced Next Business Day - Home, Adapters & Antennas (Shipping Waived)** – This RMA option is fee. The customer will receive their replacement unit first if the RMA is completed before 3PM PST and a prepaid label will be shipped along the device for the customer to use in returning the defective device. If the customer failed to return the device on time, an Ad-hoc Fee will automatically be deducted to their card.
- **NA - Ship Only (Ground)** – Arlo will ship a device to the customer via ground service (2-3 business days) not expecting a device to be returned. This option is available for Supervisor use only when shipping accessories. While for main unit shipment, the Supervisor must escalate the case to CCT in order to complete this RMA type.
- **NA - Ship Only (NBD Express)** – Arlo will ship a device to the customer via next business day shipping if completed within cut off time. This RMA is only used when Arlo is not expecting a device to be returned by the customer. This option is available for Supervisor use on accessories only. Main unit shipment under this type of RMA must be escalated to CCT.
- **NA - RMA ASSOCIATE** – This RMA is used along with another RMA number. It allows 2 RMA numbers to be shipped at once. For example, if an expert or a Supervisor is trying to create an RMA for the Main unit and another RMA for the power adapter, they can create a regular RMA for the main unit with the preferred shipping method of the customer then complete the second RMA as RMA Associate.
- **NA Refund - (For CCT Use Only)** – An RMA created along with an approved product refund request. The RMA number is use in reference when a customer is returning a device in order to get a refund for the product. A prepaid label can be provided by CCT to the customer for return the device to Arlo.



### Warehouse Information:

**Tracelogix US** [www.tracelogix.com](http://www.tracelogix.com)

3605 Knight Road, Suite 101

Memphis, TN 38118

Phone: 877587 1907

Fax: 901 795 2726

Contact Person:

Linda Bates [linda.bates@tracelogix.com](mailto:linda.bates@tracelogix.com)

Stocks Availability Inquiry:

To: [arlo.support@tracelogix.com](mailto:arlo.support@tracelogix.com)

CC: Kathy Lee [Kalee@arlo.com](mailto:Kalee@arlo.com)