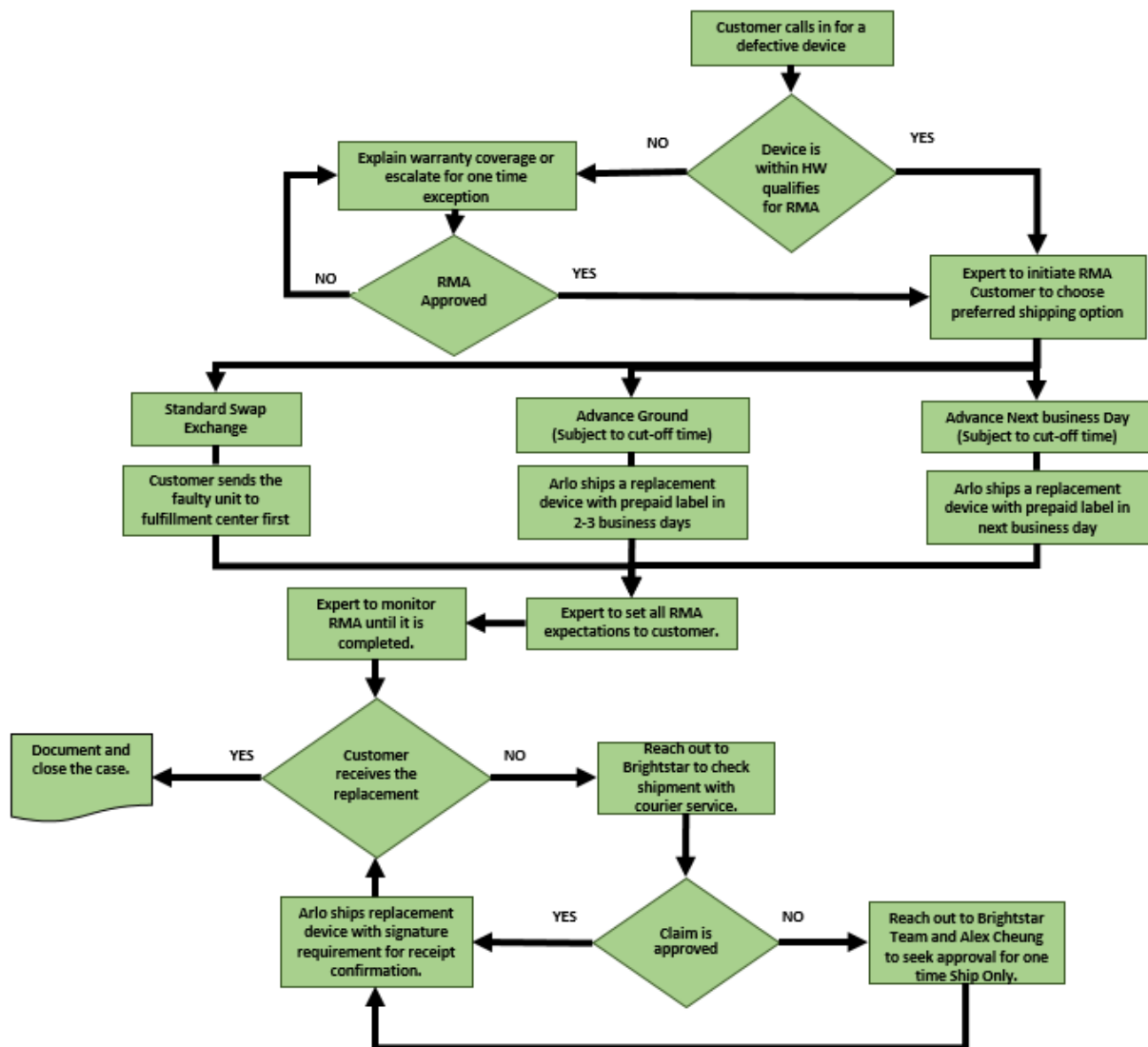


## Objective

- To be knowledgeable of the ARLO RMA process in Australia, New Zealand and Other Asia-Pacific countries.
- 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 Process Flow

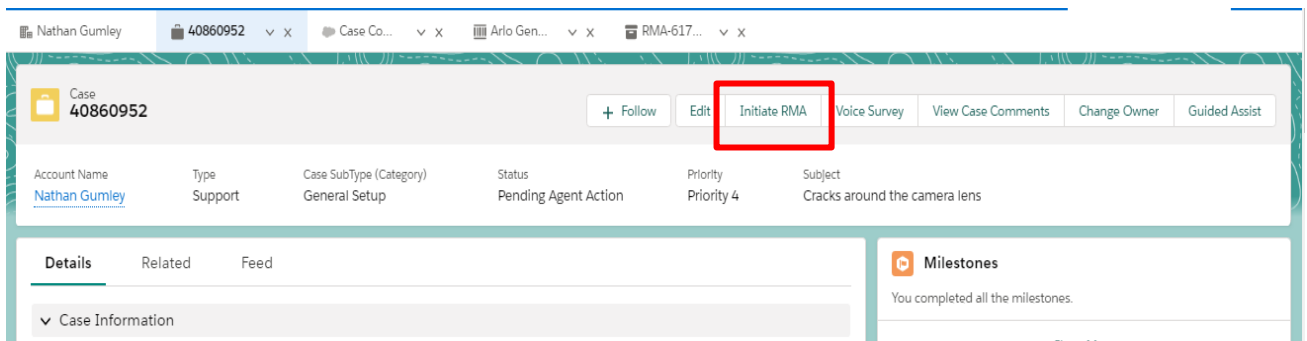


## RMA Process Description

- 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 the RMA in case they wish to complete the RMA online.
- Once an RMA has been generated, an automatic email confirmation will be sent to the customer’s email address for him to complete the RMA online. The customer will also have the option to complete the RMA manually by seeking an expert’s assistance. Once the RMA is completed, the RMA details will be exported to our fulfillment center for shipment.

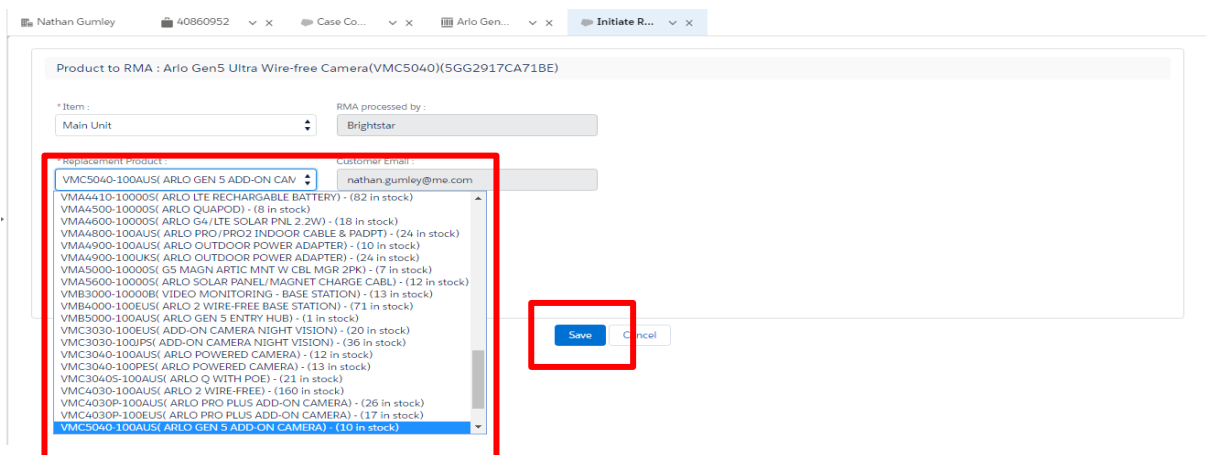
## Instructions on How to Initiate and Complete RMA:

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



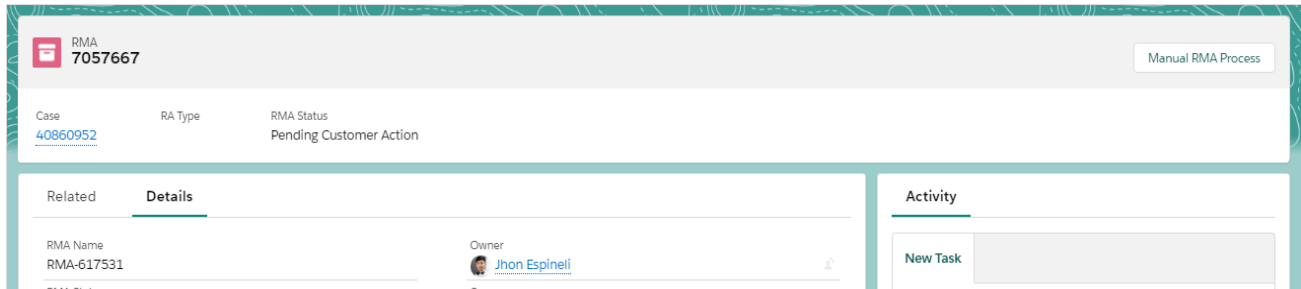
The screenshot shows a support case for Nathan Gumley, Case ID 40860952. The case details include Account Name (Nathan Gumley), Type (Support), Case SubType (General Setup), Status (Pending Agent Action), Priority (Priority 4), and Subject (Cracks around the camera lens). The 'Initiate RMA' button is highlighted with a red box.

- Select the correct model and click “Save”.



The screenshot shows the 'Initiate RMA' form for the product 'Arlo Gen5 Ultra Wire-free Camera (VMC5040)'. The 'Replacement Product' dropdown menu is open, showing a list of available products. The 'Save' button is highlighted with a red box.

- 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.



**RMA 7057667** Manual RMA Process

Case: [40860952](#) RA Type: RMA Status: Pending Customer Action

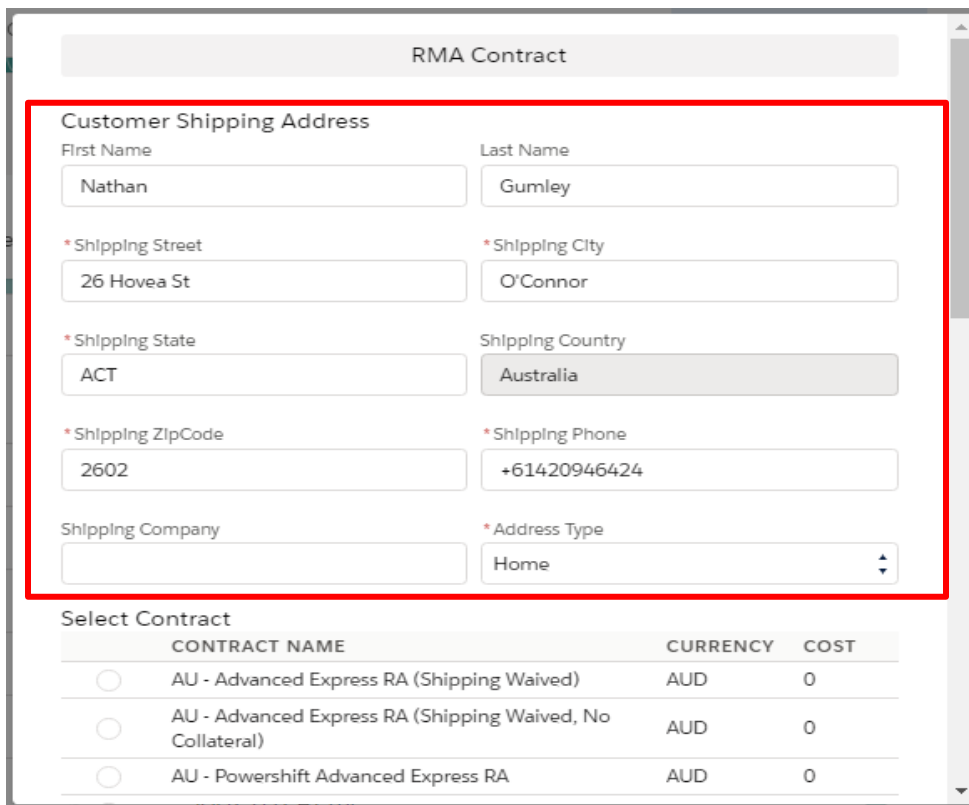
**Related Details**

RMA Name: RMA-617531 Owner: [Jhon Espineli](#)

**Activity**

New Task

- Complete the shipping information.



**RMA Contract**

**Customer Shipping Address**

First Name: Nathan Last Name: Gumley

\* Shipping Street: 26 Hovea St \* Shipping City: O'Connor

\* Shipping State: ACT Shipping Country: Australia

\* Shipping ZipCode: 2602 \* Shipping Phone: +61420946424

Shipping Company: Address Type: Home

**Select Contract**

	CONTRACT NAME	CURRENCY	COST
<input type="radio"/>	AU - Advanced Express RA (Shipping Waived)	AUD	0
<input type="radio"/>	AU - Advanced Express RA (Shipping Waived, No Collateral)	AUD	0
<input type="radio"/>	AU - Powershift Advanced Express RA	AUD	0

- Then choose from the list of RMA types then click submit. (Please note that RMA Shipping options differs from country and region)

Select Contract

	CONTRACT NAME	CURRENCY	COST
<input type="radio"/>	AU - Advanced Express RA (Shipping Waived)	AUD	0
<input type="radio"/>	AU - Advanced Express RA (Shipping Waived, No Collateral)	AUD	0
<input type="radio"/>	AU - Powershift Advanced Express RA	AUD	0
<input type="radio"/>	AU - Powershift Standard RA	AUD	0
<input type="radio"/>	AU - RMA ASSOCIATE	AUD	0
<input type="radio"/>	AU - Ship Only (Express)	USD	0
<input type="radio"/>	AU-Standard RA	AUD	0
<input type="radio"/>	Advance NBD for ANZ - No Collateral ( For NETGEAR Internal use only)	AUD	0
<input type="radio"/>	Advance Next Business Day - Home Products - (Australia only)	AUD	40
<input type="radio"/>	Standard Swap Exchange - AU	AUD	0

- Click "Submit" button.
- 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

First Name

Last Name

Email

Company Name

Street Address

### 3. Payment Information

Card Number

CVV Number

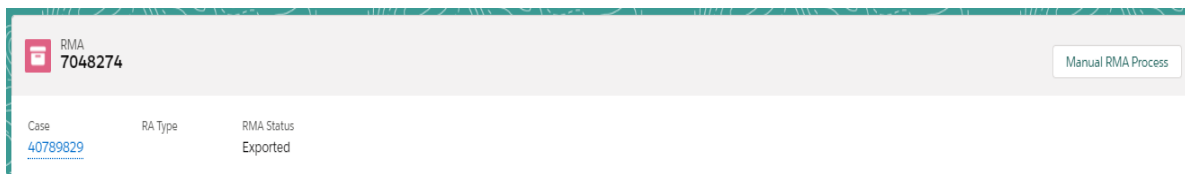
Expiration Month

Select Month

Expiration Year

Select Year

- 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.
- ✓ RMA fulfillment center address.
- ✓ RMA online link for status check at <https://www.arlo.com/rma/rmacheck.aspx>
- ✓ RMA Email confirmation

### 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 AUD1.00 or AUD2.00
- For expedited shipping RMAs, advise the customer of the actual shipping charge and return expectations.
- We accept Visa and MasterCard **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.  
**Australia** – 1:00 PM AEST. Next Business Day shipping is guaranteed on deliveries within Metro/Cities ONLY. Possible delay on shipment must be set properly before completing the RMA.  
**New Zealand** – 12:30 PM NZST. Next Business Day shipping is not guaranteed as there may a delay through customs in importing the devices from Australia if need be.
- **Conversion from NZ Dollar to AU Dollar** – Customers in New Zealand will be charged of either 30AUD or 40AUD converted to New Zealand Dollar based on current exchange rate the RMA is completed.
- **Prepaid Return Label** – is only available in Australia. Not applicable in New Zealand.  
**NOTE: Customers in New Zealand who opted for Advanced RMA (Ground/Express) will not receive a Prepaid Label to use in returning their defective device. The payment made for the Advanced RMA is for the shipment from our warehouse to their premise only.**

### RMA Shipping Options:

- **AU/NZ - Standard RMA** – The customer sends the faulty device to Arlo using the provided Return Satchel (Arlo provides a Return Satchel to Australian customers only). Once Arlo receives the faulty device, a replacement will be delivered to the specified address within 3-5 business days.
- **AU/NZ - Advanced Ground Home** – The customer will be charged **30.00 AUD**. The RMA fulfillment center will send the replacement device within 3-5 business days if completed before the cut off time. The customer must return the defective device at their own cost within 10 business days to Arlo so they will not have any issue getting another replacement in the future. Note: PPL is only available for Australian customers. Customers in New Zealand will have to return the item at their own expense.
- **AU/NZ - Advanced NBD Home** – Customers will be charged a fee of **40.00 AUD**. The fulfillment center will send the replacement device the next business day if completed within cut off time. The customer must return the defective device at their own cost within 10 business days to Arlo so they will not have any issue getting another replacement in the future. Note: PPL is only available for Australian customers. Customers in New Zealand will have to return the item at their own expense.

## RMA – Australia, New Zealand and Other Asia-Pacific Countries

- **AU/NZ - Advanced Standard RMA (Shipping Waived)** – This RMA is free of charge. Customer will receive their replacement unit first within 3-5 business days if an RMA is completed within the specified cut-off time. The customer must return the defective device at their own cost within 10 business days to Arlo so they will not have any issue getting another replacement in the future. Note: PPL is only available for Australian customers. Customers in New Zealand will have to return the item at their own expense.
- **AU/NZ - Advanced Express RMA (Shipping Waived)** – This RMA option is free of charge. The customer will receive their replacement unit first via Next Business Day delivery if the RMA is completed before the specified cut-off time. The customer must return the defective device at their own cost within 10 business days to Arlo so they will not have any issue getting another replacement in the future. Note: PPL is only available for Australian customers. Customers in New Zealand will have to return the item at their own expense.
- **AU/NZ – Ship Only (Standard)** – Arlo will ship a device to the customer via ground service (3-5 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.
- **AU/NZ – Ship Only (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.

### RMA for Other Asia- Pacific Countries:

For Asia-Pacific countries such as **Korea** and **Japan** where we have After-Sales Support we can initiate a Standard RMA and direct customer to the partner distributor where they can get the replacement.

Seoul Service Centers	Phone Number	Address
Seonin Store Seoul Office hour: 09:00-18:00 (Mon-Fri)	Phone: 02.712.4327 Fax: 02.6296.3510	#7039(7th floor, No.39) suninplaza (Seonin Store) 181, Saechang-ro, Yongsan-gu, Seoul, Korea

Japan Service Centers	Phone Number	Address
Tonami Transportation	**0120-921-080	4-2-8 Tokai Ota-Ku Tokyo Japan

## RMA – Australia, New Zealand and Other Asia-Pacific Countries

**Hongkong, Taiwan, and Singapore** also sells Arlo products and replacement requests are being catered by local distribution partners for the After-Sales Support. There is no need to initiate RMA from our side.

**Other Asia-Pacific countries** where there is no Arlo distributors and service centers **except for the listed above**, customer can bring the device to the original place of purchase for return/replacement instead.

### Warehouse Information:

#### **BrightStar Logistics Australia**

Door 7 11-13 Ash Road, Prestons  
NSW, 2170, Australia  
Phone: 1800 172 244 /

#### **BrightStar Logistics New Zealand**

503 Mount Wellington Hwy,  
Auckland, New Zealand 1060  
Phone: 1300 773 777

Stocks Availability/ RMA Inquiry:

To: [brightstar3pl.enquiries@brightstar.com](mailto:brightstar3pl.enquiries@brightstar.com) / [brightstar3pl.returns@brightstar.com](mailto:brightstar3pl.returns@brightstar.com)

CC: Alex Cheung [acheung@arlo.com](mailto:acheung@arlo.com) / [krunal.desai@brightstar.com](mailto:krunal.desai@brightstar.com)