

Conduant Corporation

Return Material Authorization (RMA) Policy

In order to better provide service for our customers on items to be returned for service or replacement, Conduant Corporation has established the following Return Material Authorization (RMA) Policy:

PRIOR to sending any hardware to Conduant Corporation for warranty or non-warranty service work, an RMA authorization must be obtained from the Conduant support team. The process is initiated by opening a trouble ticket on the support website at www.conduant.com/support

Please include as much of the following information as possible to expedite the return process:

1. Requestor by name, organization, return shipping address, phone number and e-mail address.
2. Original P.O. number, Serial Number(s), Quantity, and Conduant Model Number(s) of items to be returned.
3. Brief description of the problem for each item.

If the problem cannot be resolved via e-mail or phone, Conduant will authorize the return of the products for repair or replacement. Upon this notification, the requestor may ship the relevant items to the address below unless otherwise directed. **THE OUTSIDE SHIPPING CONTAINER MUST BE MARKED WITH THE APPROPRIATE TROUBLE TICKET NUMBER AS DIRECTED WHEN THE RMA APPROVAL IS RECEIVED.** Failure to mark the shipping container with this number may result in delays.

NOTES:

1. Returns will not be accepted by Conduant without prior approval. Items received without a prior RMA approval may be returned collect to the shipper.
2. A minimum charge will be incurred for non-warranty service. Please contact Conduant for a quote.
3. Within 2 weeks of receipt of returned items, Conduant will provide an estimated return date.
4. The requestor is responsible for payment of shipping costs incurred in delivery of the returned item(s) to Conduant. For warranty items, Conduant will pay shipping costs back to the requestor. Non-warranty shipping costs will be included in the repair/replacement quotation.

Ship return items to:

Conduant Corporation
1501 South Sunset Street
Suite C
Longmont, CO 80501
Attn: Support

Contact us at:

Toll Free: 888.497.7327
Main: 303.485.2721
FAX: 303.485.5104
Email: support@conduant.com
Support web site: <http://www.conduant.com/support>