



Claims Process for Warranty Handling

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Introduction

The logistic handling of the Wittra products includes following.

- Units that fail to operate during the one-year warranty included in standard product package (excludes any units sent within over shipment process)
- Units that are dead-on-arrival (DOA)

Very important information for Warranty claims and DOA. Before any units are returned, please refer to Warranty Claims Checklist, ref.1. You can request a copy of this document by contacting:

support@wittra.se

The purpose of the Warranty Checklist is to minimize the risk of claiming units with no faults. If returned units are found to exhibit no fault found within the service center then Wittra will reserve the right to charge a fee for this.

Charges and penalties for incorrect returns

Warranty check

A check will be made to establish whether the items are still within the warranty period. In specific events where returned items are not covered by warranty anymore then Wittra will reserve the right to leverage a charge for the replacement units.

Damage or Misuse

In event that returned items are clearly damaged by misuse then Wittra will reserve the right to leverage a charge.

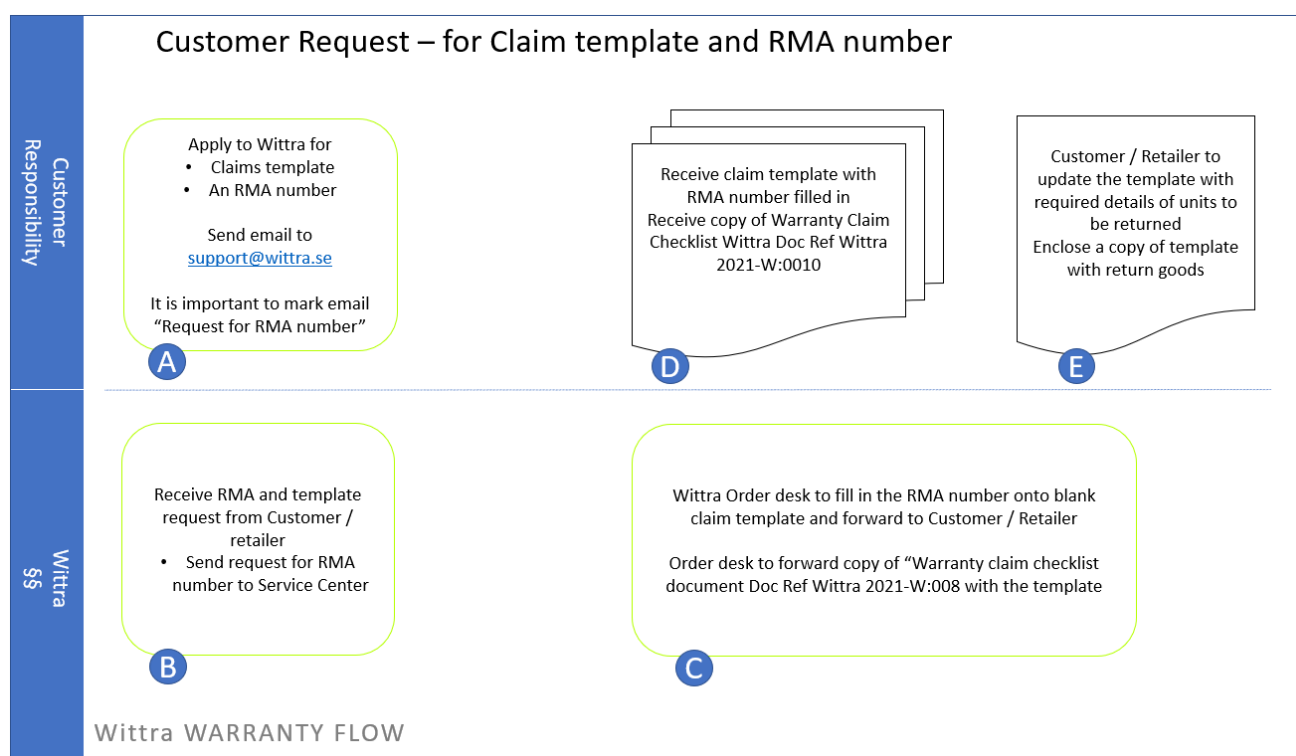
Customer warranty claim will be rejected if the Product sustains any mechanical damage or exhibits damages caused by improper use of the product (used contrary to the recommendations in the user guides), including but not limited to:

- If the device casing is broken
- If the unit has been opened (Gateway excepted)
- If the device has been disassembled
- If the covers are missing, scratched, broken or show sign of impact
- If there are visible signs of the enclosure having melted
- If the product has been repaired or modified by non-authorized parties
- If the power supply is damaged
- If the serial number is unreadable
- If the connectors are broken due to excessive force

No Fault Found, NFF

All returned items will be subjected to an incoming quality check and fault-finding test. In specific events that returned items are clearly working with a No Fault Found (NFF) indication then Wittra will reserve the right to leverage a charge for this test.

How do I register my claim



Customer (A)

Customer to apply for a claim template and Return Material Authorization (RMA) number from Wittra. Claim to be made via following [link support@Wittra.com](mailto:support@Wittra.com)

Important mark email as "Request for RMA number "

Wittra Responsibility (B and C)

Wittra will obtain an RMA number from their dedicated Service Center and will add the RMA number to the blank claim form (see example below) and forward this claim template to the customer.

At the same time Wittra will also send a copy of the Warranty Claims Checklist.

How do I return faulty units to the Service Center?

Returned units should be packed according to one of below options:

1. Returned units should be packed in their original packaging.
2. Returned units should be packed in similar packaging to prevent product against mechanical damage:
 - a. Size of carton similar to original
 - b. The unit should be packed in bubble foil or other amortization material such as polystyrene foam or other kind of foams
3. Returned units should be packed in similar packaging to prevent product against mechanical damage:
4. All returned packages should be clearly marked with RMA number, which was issued by Wittra when the claim was registered.
5. The package must contain a copy of the completed Claim Form
6. A Pro forma invoice should always be sent together with the faulty unit for custom clearance

The goods should be returned to:

Wittra Networks AB
Västra Järnvägsgatan 3
111 64 Stockholm
Sweden

Important reminders

Remember to refer to Warranty Claims Checklist, ref. 1 before making any claims.

Returned items must be packed correctly to avoid damage. Any items arriving damaged then Wittra reserve the right to leverage a charge.

Any items that show misuse then Wittra reserve the right to leverage a charge.

Any returned items that display a no fault found (NFF) then Wittra reserve the right to leverage a charge.

Reference

[Wittras ToC](https://www.wittra.se/terms-of-service/) <https://www.wittra.se/terms-of-service/>