

Return Merchandise Authorization

This document outlines the Return Merchandise Authorization (RMA) process for Encom customers.

Step 1

Send an email to RMA@encomwireless.com advising us of the nature of your RMA request and to verify the warranty status of your device.

PLEASE NOTE:

1. Describe the issue or nature of the problem **as accurately as you can**. This is required to ensure that the unit is covered by warranty and/or that the unit is repairable.
2. The **warranty is VOID** if:
 - a. the product is **physically** damaged in any way (includes vandalism & acts of nature)
 - b. the product is damaged with major water, fire or hit by lighting

Step 2

Once Encom has verified that your product warranty is valid, you must **fill out an RMA Request Form** from our website: <https://www.encomwireless.com/encomnew/support/rma-form/>

Encom will then issue an RMA number with an order confirmation.

Step 3

You must then **arrange for shipping** the radio back to Encom's repair facility (see address – bottom of this page). If a device is **out of warranty, the customer is responsible for shipping costs** to and from Encom. For items **still in warranty, customer arranges for shipping the unit to Encom**. Return shipping back to the customer will be covered by Encom.

Please always **include the correct RMA Order Confirmation #** in the RMA you are shipping to us.

Step 4

Encom Customer Service will contact you by email within 1 to 2 business days *after* receipt of your RMA to advise you that we have received your return. Please allow us a minimum of 5 business days to complete the diagnosis of your device.

Step 5

Once the unit has been diagnosed and the issue determined, **our production manager will send you an email** describing the problem and providing an estimated time for completing the repair.

Step 6

Upon completion, **your device will be shipped back to you** with a copy of the Order Confirmation and RMA Work Form. Encom Customer Service will then contact you advising that your RMA has been shipped back and provide you with an invoice which will include a shipment tracking number.