

Nomadix (RMA) Return and Replacement Policy and Procedure

Nomadix warrants its products to be free of defects per specification and EULA. Nomadix Software Licensees are entitled to advanced hardware replacement due to failure, excluding End of Life (EOL) products.

Advance Hardware Replacement

- Report** - Contact Nomadix Technical Support at support@nomadix.com or by calling +1 818 575-2590 to report a hardware failure. Provide the NSE ID and serial number of the failed unit so that the Nomadix technical support representative can troubleshoot the reported problem. If it is determined that a replacement is necessary, please complete and submit an RMA Request Form, which is available on the following page. Upon receipt of your completed RMA Request Form, Nomadix will issue an RMA that must be noted on the shipping documents when returning the failed device.
- Ship** - If necessary, a replacement unit will be shipped priority air service by next business day to replace the failed unit at no cost to the registered customer site. Shipments to international destinations may take longer to arrive due to local regulations and any required customs clearance processes. At Nomadix's sole discretion, may be shipped from remanufactured service inventory or from finished goods inventory.
- Enable** - The remaining licensed period, purchased optional software modules and device user count will be transferred from the failed unit to the replacement unit. The recipient is responsible for restoring properly backed up configuration files and settings on the replacement hardware.
- Return** - It is the customer's responsibility to promptly return the replaced unit, at their own cost. It is important to return the unit as soon as possible as per this timetable:
 - 30 days** from date of replacement – Your failed device must be received by Nomadix at the return address shown on the form below.
 - 60 days** from date of replacement – If the failed device has not been returned, you will be invoiced for the cost of the replacement device. Currently, the costs are as follows – These costs are subject to change without notice:

EG 3000 Replacement Device Cost: \$650 USD

EG 6000 or AG 5900 Replacement Device Cost: \$1,500 USD

- 90 days** from date of replacement – If the failed device has not been returned and the invoice for the replacement device remains unpaid, the license will be invalidated and the gateway will not function. Avoid a lapse in service by promptly returning the replaced unit.

RMA Request Form

RMA Number:

Please note that this form must be completed before the RMA number can be issued and processed. Please return this form to Nomadix Technical Support via email to support@nomadix.com.

RMA form must be received by no later than 12:00pm PST (GMT-8) to meet same day shipping deadlines.

Gateway Information:	
NSE ID:	
Serial No.:	
Software version installed:	
Describe the problem:	

Customer Information:	
Company name:	
Engineer name:	
Phone number:	
E-mail:	

Shipping Information (Where to ship the replacement or repaired unit):	
Company name:	
Address line 1:	
Address line 2:	
City, State or Province	
Postal Code, Country	

Please ship the defective unit to the address below upon receipt of replacement unit and/or RMA number:
Nomadix, Inc. Attn: RMA Department / RMA #: 30362 Cedar Oak Lane Castaic, California 91384 US Tel: +1 818 575-2500

International Shipments

The following statements should be included on the commercial invoice when shipping a unit to Nomadix for RMA purposes:

Description: Network Equipment / Non-wireless Router

Product is being shipped for RMA purposes only.
 No commercial value.

Value for customs purposes only are as follows:

EG 3000	\$300 USD
AG 5900	\$800 USD
EG 6000	\$900 USD