

# RMA Warranty/Guarantee

- To comply with best practices, all RMA requests should only be processed after a technical support case has been opened and proper troubleshooting has taken place.
- Products covered by the OEM warranty are eligible for replacement. Replacement orders will depend on OEM Warranty Center delivery times. All brand new hardware products come with either a warranty, as specified on the relevant OEM data sheet.
- In the event a customer RMA request is approved, Catamarun will correspond with OEM Warranty Center free of charge. Any replacement unit will be attended to within five business days of receiving defective units as stock allows. If no defect is found, the RMA request will be rejected and the customer will be notified.

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