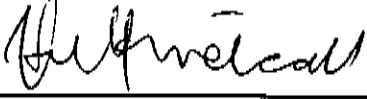




Return Material Authorisation Procedure

C²I² Systems Document No.	CCII/QUALITY/83/052
Document Issue	0.5
Issue Date	2014-06-12
Print Date	2014-06-12
File Name	Q:\ISO9001\83\REQ\CQ83052.WPD
Distribution List No.	

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Signature Sheet

Name	Signature	Date
Completed by HCH METCALF	 Quality & Configuration Manager C²P Systems	2014-06-12
Accepted by W. DE LUCA	 Board-Level Products Manager C²P Systems	2014-06-12
Accepted by R M YOUNG	 Managing Director C²P Systems	2014-06-12

Amendment History

Issue	Description	Date	ECP No.
01	First Draft based on Website	2014-05-14	-
0.2	Second Draft	2014-05-26	-
0.3	Third Draft WRM inputs	2014-05-30	-
0.4	Fourth Draft RMY inputs	2014-06-10	-
0.5	Format Update	2014-06-12	-

[Note : Drafts are numbered 0.m. Issued documents are numbered n.m or n.m.p]

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Abbreviations and Acronyms

RMA Return Material Authorisation

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1. **Scope**

The Return Material Authorisation (RMA) Procedure forms part of C²I² Systems's after sales service.

An RMA Request Form shall be completed in order to return an item for repair or re-configuration or at the end of a loan period.

The completed RMA Request Form shall be submitted to C²I² Systems's Quality Department as laid out below.

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2. **Procedure**

The RMA Request Form shall be available for download in PDF format from the website : <http://www.cci.co.za> or shall be requested by email from : quality@cci.co.za.

The RMA Request Form shall be completed and submitted in one of two ways :

2.1 Email as a PDF Attachment

The completed RMA Request Form shall be emailed as a PDF attachment to : quality@cci.co.za

2.2 Facsimile

The completed RMA Request Form shall be faxed to (+27) (0)21 683 5435.

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3. **RMA Number**

The RMA request shall be evaluated by C2I² Systems's Quality and Engineering Departments and if approved an RMA Number shall be allocated and further processed as follows :

- The approved RMA Request Form including the RMA Number shall be returned to the requester by email;
- The approved RMA Request Form shall be printed out and signed by the requester's Engineering and Quality Organisations;
- The signed RMA Request Form shall be included in the package together with the items to be returned.

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4. **Shipping Instructions**

- Shipment shall be via DHL, Fedex, TNT or UPS wherever possible;
- The reason for shipment shall be specified on the waybill. For example : modification, repair or return of a loan item to the manufacturer;
- A nominal value (e.g. USD100 to USD200) shall be indicated for the item(s) and not the full value, as higher import duties would result. If this cannot be done, the lowest value allowed by local customs shall be provided for the item(s);
- The waybill number or a copy of the waybill shall be forwarded to C²I² Systems's shipping department (contact details below) as soon as the shipment has been collected.

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5. **Handling Fee**

A handling fee per item shall be charged in the following instances :

- Goods returned outside the warranty period;
- Goods returned which are found to be faulty as a result of the customer's handling; or
- Goods returned which are found not to be faulty.

Items may be returned under an approved RMA for repair or replacement at C²I² Systems's sole discretion and not for credit.

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6. **Shipping Address**

CCII Systems (Pty) Ltd
Unit 3 Mews 2
67 Rosmead Avenue
7708 Kenilworth
Cape Town
South Africa

Telephone : (+27) (0)21 683 5490

Facsimile : (+27) (0)21 683 5435

Email : shipping@ccii.co.za

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