

## Return Material Authorisation Procedure

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## Approval Sheet

Name	Approval Party	Date
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Accepted by		
	Board-Level Products Manager CCII Systems (Pty) Ltd	
Accepted by		
	Managing Director CCII Systems (Pty) Ltd	

## Amendment History

Issue	Description	Date	ECP No.
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1.1	Include responsibility for RMA shipping costs	2019-08-27	-

[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 CCII Systems (Pty) Ltd's (C<sup>2</sup>I<sup>2</sup> Systems) after sales service.

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

An RMA Number shall be issued by C<sup>2</sup>I<sup>2</sup> Systems for the customer to include on the completed RMA Request Form.

The completed RMA Request Form shall be submitted to C<sup>2</sup>I<sup>2</sup> Systems's Quality Department as set out below.

2. **RMA Request Form**

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@ccii.co.za](mailto:quality@ccii.co.za).

The following shall be included on the RMA Request Form :

RMA Requester Contact Information  
RMA Request Date  
Item Description  
Item Product Designation and/or Model  
Item Part No.  
Item Serial No.  
Item Purchase Date  
Original Order No.  
Invoice No.  
Invoice Date  
Period of Operation

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@ccii.co.za](mailto:quality@ccii.co.za)

2.2 Facsimile

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

3. **RMA Number**

The RMA request shall be evaluated by C<sup>2</sup>I<sup>2</sup> 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.

Shipping Instructions

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- 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. USD100,00 to USD200,00) 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 C<sup>2</sup>I<sup>2</sup> Systems's shipping department (contact details below) as soon as the shipment has been collected.

**4. 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 C<sup>2</sup>I<sup>2</sup> Systems's sole discretion and not for credit.

**5. Time Factors**

Once the RMA Number is issued by C<sup>2</sup>I<sup>2</sup> Systems's to the customer, the customer shall return the item within 30 (thirty) calendar days C<sup>2</sup>I<sup>2</sup> Systems.

If C<sup>2</sup>I<sup>2</sup> Systems does not receive the item being the subject of the RMA within 30 (thirty) calendar days it shall issued one reminder to the customer who shall then have a further 30 calendar days to ensure that C<sup>2</sup>I<sup>2</sup> Systems received the item.

If C<sup>2</sup>I<sup>2</sup> Systems does not receive the item being the subject of the RMA within a total 60 (sixty) calendar days from the date of issuing the RMA Number, the RMA shall become invalid.

Once C<sup>2</sup>I<sup>2</sup> Systems receives the item it shall advise the customer as to the diagnosis of the failure, an assessment of the reparability of the item and cost or cost estimate of the repair within 30 (thirty) calendar days.

Once the customer receives the diagnosis of the failure it shall decide 30 (thirty) calendar days whether it wishes C<sup>2</sup>I<sup>2</sup> Systems to proceed with the repair and shall issue a purchase order for the repair.

If C<sup>2</sup>I<sup>2</sup> Systems does not receive a purchase order for the repair of the item within a total 60 (sixty) calendar days from the date of issuing cost or estimate of the repair, the RMA shall become invalid.

Once C<sup>2</sup>I<sup>2</sup> Systems has attended to the repair it shall notify the customer whether it has been successful or unsuccessful in effecting the repair.

If C<sup>2</sup>I<sup>2</sup> Systems has been successful in effecting the repair it shall invoice the customer according to the relevant purchase order for the repair.

Once C<sup>2</sup>I<sup>2</sup> Systems issues its invoice to the customer for the repair the customer shall pay the full amount of the invoice within 30 (days) calendar days of C<sup>2</sup>I<sup>2</sup> Systems's statement reflecting the relevant invoice.

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If C<sup>2</sup>I<sup>2</sup> Systems does not receive payment for the item being the subject of the RMA within 30 (thirty) calendar days of its first statement reflecting the relevant invoice it shall issued one reminder to the customer who shall then have a further 30 calendar days to ensure that C<sup>2</sup>I<sup>2</sup> Systems received payment.

If C<sup>2</sup>I<sup>2</sup> Systems does not receive payment for the item being the subject of the RMA within the total of 60 (sixty) calendar days of its first statement reflecting the relevant invoice the entire RMA process shall become void and C<sup>2</sup>I<sup>2</sup> Systems may elect to take ownership of the item being the subject of the RMA.

**6. Shipping Charges**

6.1 If the item is returned to C<sup>2</sup>I<sup>2</sup> Systems outside of the warranty period, or the fault with the item has been caused by the customer, or if it is determined that the item has been returned without any fault, then the shipping costs in both directions shall be for the account of the customer.

6.2 If the item is returned to C<sup>2</sup>I<sup>2</sup> Systems within the warranty period and the fault with the item is determined to be that of C<sup>2</sup>I<sup>2</sup> Systems, then the shipping costs from the customer to C<sup>2</sup>I<sup>2</sup> Systems shall be for the account of the customer and the shipping costs from C<sup>2</sup>I<sup>2</sup> Systems to the customer shall be for the account C<sup>2</sup>I<sup>2</sup> Systems.

**7. Shipping Address**

CCII Systems (Pty) Ltd  
Real-Time House  
Block T  
Greenford Office Estate  
Punters Way  
7708 Kenilworth  
Cape Town  
Republic of South Africa

Telephone : (+27) (0)21 683 5490  
Facsimile : (+27) (0)21 683 5435

Email : shipping@ccii.co.za

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