



RMA Procedure

Version: 1.0

Date: 23 February 2010

This document defines the procedure for returning a product due to a technical malfunction. The decision whether or not the unit should be returned will be made solely by Xorcom as part of the technical support process.

In the event that a technical issue arises, the customer must open a support ticket via the support form on the Xorcom Web site (<http://www.xorcom.com/support-request/support-request.html>). The Xorcom support engineer will perform all possible tests and troubleshooting actions remotely. The customer is expected to provide full cooperation and reasonable assistance in the attempts to resolve the issue. The customer may be asked to provide a high resolution photograph of the unit, if feasible. This procedure often helps to identify the exact reason for the technical malfunction, and may eliminate the need to ship the unit back to the Xorcom lab.

If the problem still persists after this remote troubleshooting phase, the Xorcom support engineer may elect to provide the user with an RMA form [see Appendix A].

The customer must ship the unit back to Xorcom **with the completed RMA form attached**. A unit that is sent back without an RMA form may be held up by customs and Xorcom will not be able to guarantee its release. Upon release from Israeli customs the customer is responsible for all costs and liabilities of shipping the product back to Xorcom, excluding local taxes.

Once the unit reaches Xorcom it will be tested in the lab. If it is determined that the malfunction is due to a hardware problem which does not derive from improper usage, Xorcom shall replace the unit and ship it back to the customer. Xorcom will be responsible for shipping costs and risk, excluding local taxes at the destination. Alternatively, the customer may receive credit for the purchase value of the goods.

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In order to speed up replacement of the unit, the customer may ask for a new unit to be shipped before the returned unit is received and tested by Xorcom. In this case the new unit will be shipped to the customer **and charged at regular prices**. In the event that the original unit will be found in the lab tests to be defective for any reason other than improper usage, the customer shall receive full credit for the replacement unit.

Important! The warranty is not applicable in any of the following cases:

- a) Modification or alteration of any kind in the electrical circuitry or physical construction of the device.
- b) Defects due to causes beyond the customer's control such as lightning, abnormal voltage, acts of God, or while in transit.

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