

Sure-Fi Return Merchandise Authorization (RMA) Policy

Effective July 1 2023

Issuing an RMA Key

An RMA Key may be issued directly to an installer by a member of the Sure-Fi Support team when the following conditions are met:

1. The Customer has made contact with Sure-Fi Support and has attempted to resolve any reported issue to the best of their ability.
2. If the product with an issue has Bluetooth functioning, the customer has connected to the Bluetooth on all possible devices so Sure-Fi has access to logs and can determine Warranty Status of the system.
3. If BT is not available, Sure-Fi Support team will make the determination if any additional information is required.
4. Sure-Fi Support team member determines that the best course of action is to RMA the system.

If the determination is made to RMA a product the following steps occur:

1. The Sure-Fi Support Team member creates a new RMA Record, provides the applicable Serial Numbers, description of the issues and steps already taken to resolve the issue.
2. The System will issue an RMA Key which will then be provided to the customer via Email.
3. The customer must accept the RMA and provide payment information in the case of a non-warranty repair or inspection fee.
4. Customer is responsible for shipping product to Sure-Fi for Inspection

Warranty Coverage and Advanced Replacements

If it is determined that the product is still covered under the warranty period, the customer may request an Advanced Replacement to be sent prior to Sure-Fi receiving to defective product.

If the unit is not covered under the warranty period, no advanced replacements will be sent. The customer may purchase a new product at Pro Pricing

Upon initiating the RMA, the customer will have 30 days to return defective equipment. If equipment is NOT received within 30 days, and an Advanced Replacement was sent, the customer will be charged for the replacement at Pro Pricing of the replacement unit. (I.E. the defective product was a bridge as part of a solution kit, they will be charged the Pro Pricing of the bridge and NOT the kit).

Inspection, Repairs and Returns

Upon receipt of defective product, Sure-Fi engineering team will inspect the product within 10 business days, evaluate the defect and make a determination if the defect is covered under the terms of the warranty. Based on the outcome, the following steps will be taken:

If the system is within the warranty period:

a. If the defect is covered under the warranty and an Advanced Replacement was sent: no other action is required by the customer, they may keep the Advanced Replacement and will NOT be charged for an inspection or replacement fee.

b. If the defect is NOT covered under the warranty and an Advanced Replacement was sent: the customer may keep the Advanced Replacement but the customer will be charged for the repair cost (up to but not exceeding the Pro Pricing for the product) but NOT the inspection fee.

c. If the defect is covered under the warranty and an Advanced Replacement was NOT sent: Sure-Fi will repair or replace the defective product and return to the customer. The customer will NOT be charged an inspection or replacement fee.

d. If the defect is NOT covered under the warranty and an Advanced Replacement was NOT sent: Sure-Fi will notify the customer that the defect is not covered by the terms of the warranty, but will inform the customer the cost to repair the unit if possible. The customer will have 30 days to respond as to what they want to do with the unit:

- If the customer chooses to repair the product, they will be charged the applicable repair fee plus return shipping of the repaired product, but they will not be charged the inspection fee.
- If they choose not to repair the unit, the customer will be charged ONLY the inspection fee.
- If the customer has not responded after the allotted time, Sure-Fi will make a determination to either dispose of the defective product or return to the customer at the customers expense.

If the system is outside the warranty period:

Sure-Fi will inform the customer, via email and/or text message, within 7 days of inspections, the cost to repair the unit if possible. The customer will have 30 days to respond as to what they want to do with the unit:

- If the customer chooses to repair the product, they will be charged the applicable repair fee plus return shipping of the repaired product, but they will not be charged the inspection fee.
- If they choose not to repair the unit, the customer will be charged ONLY the inspection fee.
- If the customer has not responded after the allotted time, Sure-Fi will make return to the customer at the customers expense.