

# RMA FORM

Dear Customer,

If your HUAHAI LED product no longer functions as expected and you would like to return it to us for repair, here are our guidelines and questionnaire to fill out to help us fix your product and return it to you in a timely manner.

Please follow the steps below:

**Step 1:** Please contact us via email or telephone to discuss the problem with a technician. Some problems can be corrected in the field without the need for returning the unit to us. Please fill out the questionnaire at the bottom of this document before contacting us.

**Step 2:** Any product returned to us requires a Return Merchandise Authorization (RMA) number. This number will be issued only after contact with us from step 1. We will make a determination as to whether or not the product is under warranty, and if not, an estimate of the charges for the repair will be provided. We can also determine if it may be more cost effective to scrap a badly damaged unit without the need to return it.

**Step 3:** Once an RMA number has been issued, return the unit to our Miami, FL office using a shipping service with tracking. All returns are to be shipped to us at the customer's expense. Be sure to package the unit properly for shipment. We prefer that you use the original shipping container that the unit was shipped in. Keep in mind our products must be packed and protected with proper packaging, which required when shipping the product back to us. We are not responsible for any damage incurred due to improper packaging.

**Our return shipping address:**

HUAHAI USA LLC  
7231 NW 54<sup>TH</sup> STREET  
MIAMI, FL 33166  
OFFICE PHONE: +1(305)436-8650  
EMAIL: SUPPORT@HUAHAI.US

**Step 4:** Once we receive your RMA unit, we will perform an evaluation of the damage or problem. It's important that you provide us with contact information in the event we need to discuss the problem with your technician. Once our evaluation has been completed, we will provide a detailed estimate of any charges for non-warranty repairs. For warranty repairs, we will repair or replace the unit at our discretion. A replacement unit may be a reconditioned unit we have fully tested and qualified to be compatible with the defective unit. If any charges are due for the repair, we require prepayment. For warranty returns, the warranty will remain in place for the duration of the original units warranty.

For warranty items what are no problem found (NPF), we reserve the right to charge a \$80 evaluation fee. This fee is payable in advance before we return the unit. For NPF units, the customer is responsible for all return shipping charges.

**Step 5:** Once the repair has been completed, the unit will be returned to you with a failure analysis report (FAR) describing what we found and how we corrected the problem. For warranty items, we pay the return shipping charges back to the original delivery location for that unit. For non-warranty items, the customer is responsible for return shipping charges.



## Procedures for Return Merchandise Authorization (RMA): \_\_\_\_\_

1. Submit a completed RMA Request via email [support@huahai.us](mailto:support@huahai.us)
2. Technical Support will issue an RMA #
3. Place a copy of the RMA Request Form inside your shipment.
4. Please clearly label the number in on inch block letters on the outside of your shipment for easy identification on arrival, and to avoid on delivery. Be sure to use sufficient foam and bubble wrap to prevent damages in transit.
5. Ship RMA to the assigned HUAHAI LED Repair Center

| Client Information |                |
|--------------------|----------------|
| Company:           | Contact Name:  |
| Return Address:    | Contact Phone: |
| City/State/Zip:    | Contact Email: |

| QTY | Model | Part | Invoice/ Batch #<br>(if known) | Issue |
|-----|-------|------|--------------------------------|-------|
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### RMA TERMS SUMMARY

#### Warranty repairs:

- Customer is responsible for obtaining RMA number as described above
- Customer is responsible for return shipping charges
- Customer must be responsible for NPF charge as described above
- HUAHAI LED is responsible for repair/replacement and return shipping to original ship location

#### Non-Warranty repairs:

- Customer is responsible for obtaining RMA number as described above
- Customer is responsible for all shipping charges to and from HUAHAI LED
- Customer is responsible for all repair and or evaluation charges. Evaluation fee is \$80