Standard Operating Procedure – Peplink Reverse Logistics

DESCRIPTION

Standard operating procedure for Peplink Reverse Logistics

SOP

Return Policy
Peplink products are supported by a 30 day DOA replacement policy. If a customer/reseller reports a DOA product within 30 days of the invoice date, GetWireless will issue an RMA for the product return and ship a replacement to the customer/reseller as soon as we have received a PO from the customer for the replacement unit. Once GetWireless receives the returned unit, a credit will be issued to the customer/reseller account.

Warranty Period
Peplink products are supported by twelve (12) month warranty from date of purchase by the end customer. This warranty covers product defects and failures not attributed to mishandling or misuse by the user. SKUs are available to customers to extend the warranty by an additional 1 or 2 years and may be purchased at any time while the product is still under warranty.

Requesting Support
GetWireless provides Tier 2 level support to resellers purchasing Peplink products. When a customer / reseller contacts GetWireless for Peplink support, the Technical Support Specialist uses Peplink product troubleshooting best practices and the Peplink Knowledge base located at https://forum.peplink.com/c/knowledgebase to confirm there is a hardware related issue.

Requesting a standard RMA (Return Material Authorization) for defective product
In the event of a defective product within the warranty period, the reseller can request a warranty RMA which allows for a like-new replacement unit to be shipped once the defective product is received and defect is confirmed. GetWireless Technical Support will review the Tier 1 support troubleshooting results and confirm the product defect before an RMA is provided. A Return Material Authorization (RMA) number is issued by GetWireless to the reseller with instructions for returning the product.

1. Resellers email GetWireless Technical Support at support@getwirelessllc.com and include the following information:
   a. Subject Line of "Defective Product Warranty RMA request"
   b. Reseller contact information – first and last name, phone number and email address
   c. Manufacturer, model, and serial number
   d. Detailed description of the issue and the steps taken during Tier 1 support to diagnose the specific failure mode
2. If there are any questions or if clarification is required, GetWireless Technical Support responds with questions regarding the troubleshooting steps taken to help ensure that the returned product will not result in NTF (No Trouble Found).
3. If all information is clear and the product defect is confirmed, GetWireless issues an RMA number and shipping instructions via email to the RMA requester. Returned defective product shall be shipped from the reseller with shipping costs covered by the reseller.
4. When the returned unit is received by GetWireless, it is evaluated generally within 2 business days.
   a. If the product defect is confirmed, the GetWireless Internal RMA Process is followed and a replacement product from GetWireless is shipped via "ground" service with shipping costs covered by the support center unless the resale partner wishes to provide a shipping account number for accelerated shipment. The serial number of the replacement product is linked to the original serial number within the GetWireless inventory management database and the remainder

of the original warranty period is honored for the replacement product. The warranty period does not "reset" when a replacement product is shipped.

b. If the product defect cannot be confirmed and is determined to be No Trouble Found (NTF), the RMA requester is notified that the returned product has been found to be NTF, and the original product is shipped back to the reseller at their expense.