

Icomera RMA Terms and Conditions

updated 2018-09-13

For customers with using the RMA service Icomera offers the following RMA Terms and Conditions.

1 RMA service

- 1.1 The RMA service is available for all hardware purchased from Icomera AB, Icomera UK Ltd., Icomera US Inc. or Icomera France SAS. In the event that the warranty is not valid, the RMA service may be performed with a service fee.
- 1.2 To be granted the RMA service, all documentation must be completed by the customer according to the Icomera RMA process. Icomera will charge a administration fee for incomplete documentation.
- 1.3 The RMA is only applicable for products that are not deemed "end of life" as per the RMA form.
- 1.4 The RMA standard lead time is 15 business days from the time Icomera receives the unit until the unit is shipped back to the customer. In the event of deviation from the Icomera RMA Terms and Conditions or if further investigation is required, the standard lead time does not apply. Status notifications will be provided during the RMA process.

2 Warranty

- 2.1 Icomera products have a standard 12 month warranty from the date of shipment or according to the customers contract with Icomera. Customers have the option to buy extended warranty for their hardware products. In these instances, the warranty is valid as stated within the extended warranty contract. If the unit is damaged by the customer, the warranty is not valid.

3 Replacement units

- 3.1 As standard, all units will be handled and returned once the RMA process is complete.
- 3.2 Moovbox units will be replaced with a refurbished unit of the same specification as the unit received. In the event that Icomera can no longer offer the same unit, a similar one will be issued at no extra cost to the customer.

4 Equipment status

- 4.1 Hardware sent for RMA must be in good condition without visual damages or broken equipment, as this may invalidate the warranty. Any broken parts or visual damage must be clearly noted on the RMA form, if not, an administration fee will be charged.
- 4.2 All parts delivered with the original product must be returned with the unit, including modems.

5 Service fees

- 5.1 In the event that the RMA is requested on units that have no valid warranty, standard fees will be applied according to the table below.
- 5.2 Standard fees can be adjusted without any prior notice.
- 5.3 Under certain circumstances, fees can be higher than the standard fees. In this case a quotation will be sent to the customer for approval before continuing the RMA-process.

Unit	Price SEK	Price EUR	Price GBP	Price USD
M310	2000 kr	210 €	£180	\$230
M320	2000 kr	210 €	£180	\$230
M340	3500 kr	360 €	£320	\$410
X6	15000 kr	1560 €	£1370	\$1760
X6i	20000 kr	2080 €	£1820	\$2350
M4X	10000 kr	1040 €	£910	\$1180
M4Xi	12000 kr	1250 €	£1100	\$1410
ICR-2 (Nexcom)	6000 kr	630 €	£550	\$710
X ³	10000 kr	1040 €	£910	\$1180
Administration fee	995 kr	105 €	£90	\$115
Freight charge	500 kr	50 €	£45	\$60

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6 Freight

- 6.1 If the product is within warranty, according to the RMA agreement, Icomera will return the hardware without any freight charges.
- 6.2 If the product is not considered to be under warranty Icomera will charge the customer the freight cost in addition to the RMA charges.

7 Ship to Address

- 7.1 All Icomera hardware sent for RMA must be shipped to your Icomera Sales office. The appropriate "ship to" address should be stated on your RMA form. Please ensure all items shipped to Icomera offices are accompanied with fully completed documentation.
- 7.2 For customers outside the European Union the shipment must be returned as a temporary export and refer to the the tracking number on which the unit was received. If you don't have this information on hand, ask for it when sending in the RMA-request.

Any deviation from above will be invoiced.