



RMA process

for

RTX products

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1 RTX RMA-policy.

This RMA policy applies to products purchased directly from RTX A/S.

1.1 RMA procedure.

RTX customers can raise an RMA, in different way's.

- Direct contact to 1st level support via Jira Service Management (JSM)
- Contacting Sales representatives or Service managers.

It is highly preferred the customers create a ticket in JSM, using this link <https://rtx-as.atlassian.net>

For more information on how to use RTX Jira you can download a complete guide here.

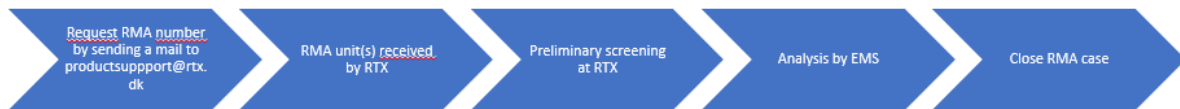
[Guides \(rtx.dk\)](#)

To be able to raise an RMA number we need the following information.

- Customer name.
- Model number.
- Quantity
- Fault description
- Serial number

RTX will reply with an RMA number and return address.

1.2 RMA Flow Chart



1.2.1 Request RMA number, though different sources.

When an RMA case is accepted by RTX, RMA number and return information will be provided.

In case RMA units have not been received by RTX within 90 day's the RMA case will be cancelled.

1.2.2 RMA units received.

When units are received by RTX, they will be registered and handed over to R&D for preliminary screening.

1.2.3 Preliminary screening at RTX.

During the preliminary screening, RTX engineers will do a visual inspection and product test based on the failure description, provided.

If the RTX engineer can reproduce or locate the failure, the returned unit(s) will be handed over to QA (Quality Assurances), that will determine if or what corrective actions is needed.

In case RTX can't reproduce or locate and faults on the product they will be marked as NFF (No Failure found).

1.2.4 Analysis by EMS.

In some cases, the RTX engineer is not able to find the root cause and unit(s), or failure is related to production, in this case the unit(s) will be shipped to EMS for further analysis. RTX QA (Quality Assurance) will be in close contact with EMS to find the root cause and take necessary actions.

1.2.5 Close RMA case.

Depending on the outcome of the RMA case, RTX will issue a credit note for the failed unit(s) and provide root cause analysis.

The handling time (from unit(s) is received) for an RMA case is 2-6 weeks depending on the complexity of the case.