

## **Innovative Systems LLC**

### **Return Material Authorization (RMA) Policy**

In the event of a hardware failure, please contact Innovative Systems LLC at 605-995-6120 or email [Support@innovsys.com](mailto:Support@innovsys.com), to obtain a Return Material Authorization (RMA) number. If Customer has purchased an Advanced Replacement Support Plan, then Innovative Systems will provide replacement part(s) to Customer in accordance with the Advanced Replacement Support Plan. The replacement part may be refurbished or substituted with similar products at the choice of Innovative Systems LLC. Innovative Systems cannot guarantee new replacement units be shipped against RMAs.

All returned material must have a valid Innovative RMA number. This number is necessary to ensure proper tracking and handling of returned material at the facility. Do not return any hardware until an RMA is issued. Innovative Systems reserves the right to refuse shipments that do not have an authorized RMA number. In the unlikely event that a shipment is refused, the customer would be charged any return shipping costs. The RMA Returns Policy requires customers to return the defective parts to Innovative Systems within ten (10) business days of receipt of the replacement unit or be billed for the unit at full purchase price.

#### **Return to Facility for Repair**

All claims filed for hardware units that fail (under warranty, not under a maintenance contract) will be repaired or replaced (with refurbished equipment) at the sole discretion of Innovative Systems.

#### **Dead on Arrival (DOA)**

For hardware that is considered Dead on Arrival (DOA) within the first thirty (30) days from the shipment date of product from Innovative Systems facility, Innovative Systems will provide an expedited replacement of the affected field replaceable unit (FRU). A new unit will be made available for shipment from Innovative Systems LLC facility within two (2) business days of RMA issuance. Any defective part(s) must be shipped back to Innovative within ten (10) business days after the Innovative replacement part is delivered, or customer may be invoiced the full purchase price of the replacement part. Customers should allow for more transit and customs clearance time if international customs clearance is required. Innovative Systems Technical Support representative can assist the customer in facilitating the return of a defective DOA unit. Please do not send a DOA unit back to below addresses unless instructed by an Innovative Systems Technical Support representative.

**Please do not return any hardware back to Innovative Systems without a valid and authorized Return Material Authorization (RMA) number.**

See our [Support Portal for RMA options](#).

When requesting an RMA, please provide the following information:

- System ID for the defective hardware (APMAX – InnoStream – SIP ACS server)
- System serial number for the defective hardware (InnoStream – SIP ACS server)
- MAC address and serial number for the defective hardware (STBs)
- Description of failure and description of the troubleshooting performed to isolate cause
- Customer ship-to address
- Contact name
- Contact phone and e-mail address

## **RMA ship to address**

[Innovative RMA Return Location](#).

**Innovative Systems LLC**  
1000 Innovative Dr  
Mitchell, SD 57301 USA

**Attn: Innovative Systems Returns** and please include the RMA Number inside **and** outside of the package / container.

## **Domestic US/Canada – Return Instructions**

These instructions are applicable if a Return Material Authorization (RMA) request has been created with Innovative Systems LLC .

Please be aware that Innovative Systems has a ten (10) business day standard returns policy for advance replacement support contracts. If additional time is needed to return the defective item(s) to Innovative Systems, please contact us at 1-605-995-6120. Please provide the model / part number & serial number(s) of the individual unit and your Return Material Authorization (RMA) number for reference.

**Step 1:** Only return the defective item. Please **DO NOT** return cables, software, mounting brackets, manuals, or other non-hardware related items. Innovative is **NOT** responsible for any other items that may be sent back in the package.

**Step 2:** Pack defective part in the original static protection bag/foam and re-use the original Innovative Systems packaging / box that the replacement item was received in. Close and tape the box securely to ensure it will not come open during shipment. If this packaging is not available, it is the responsibility of the customer to securely pack the item so that it arrives for Innovative Systems to test and/or refurbish the RMA item(s).

- Note that items deemed not packed properly and subsequently destroyed by any carrier will be the responsibility of the customer to financially compensate Innovative Systems, LLC for the item. Unfortunately, this has happened in the past where damaged items were not properly packaged and destroyed beyond refurbishment and insurance claims were denied by the freight carriers.

Step 3: It is required to clearly label and write the assigned Return Material Authorization (RMA) number for the defective item being returned on the box/package.

Step 4: Call carrier or freight forwarder for pick-up of material and record your tracking number for future reference.

Step 5: Contact Innovative Systems at 1-605-995-6120 (US), or email [Support@innovsys.com](mailto:Support@innovsys.com) to advise of the return, and please reference the Return Material Authorization (RMA) number and return tracking number in your communication.

**\*\*PLEASE MAKE SURE THE RMA NUMBER IS LABELED CLEARLY ON and INSIDE THE RETURN PACKAGE\*\* \*\*PACKAGES RETURNED WITHOUT AN RMA REFERENCE NUMBER MAY BE DELAYED\*\***

