

Return Material Authorization (RMA)

Customer Process

This document outlines the return merchandise authorization (RMA) process, including return conditions, validation, packaging requirements, advanced replacement rules, applicable fees, and final closure terms. The customer reports a problem with a product that might be related to Skylane Optics.

1. RMA Request Initiation

The process starts when the customer identifies a potential issue with a Skylane Optics product and reports it.

Skylane Optics takes immediate action with customer to understand the problem, request additional details and validate the RMA request. Indeed, some cases can easily be solved by simple **optical inspection** (for dust, dirt or scratch) performed by customer.

Required Information for RMA Validation:

- a) Problem description preferably with a screenshot (e.g. switch or interface error).
- b) Switch details, including model and software version (especially for compatibility issues).
- c) Product identification
 - Part Number
 - Serial Number
 - Quantity

2. RMA Validation and Reference Number

If the request is deemed valid, Skylane Optics will:

- Issue a **unique RMA reference number**.
- Provide **shipping instructions** to the customer.

The **RMA number must appear** on all accompanying documents and packages.

3. Packaging and Return Requirements

Returned parts must be:

- Shipped in the **original or similar ESD packaging**.
- Accompanied by all **accessories, documentation, and branding**.
- Stored in **trays with dust caps** (if applicable).

Skylane Optics reserves the right to **refuse or reject** items not meeting these conditions and may consider the malfunction caused by **customer mishandling**.

4. Return Timelines and Closure

RMA items must be returned **within 30 calendar** days after approval.

For **Advanced Replacements**, faulty parts must be returned within **10 working days**; otherwise, the customer will be invoiced.

Customer will communicate **Tracking** shipment number.

Skylane Optics reserves the right to **invoice** after 60 days, if the equipment is not returned.

5. Advanced Replacement Policy

Advanced replacement is **only allowed** in the following cases:

- DOA (Dead on Arrival) parts
- Skylane shipment **errors** (e.g., wrong coding or labeling)

For all other cases, **Skylane's Technical Sales or Sales Representative must approve** the request before any replacement is issued.

6. RMA Processing and Investigation

Upon receiving the returned parts, Skylane Optics will:

1. Conduct a **technical investigation**.
2. Determine the need for:
 - Advanced Replacement (if not already issued)
 - Onsite **technical investigation/support** (if applicable)
3. Provide a **final RMA report** detailing:
 - Root cause analysis
 - Final decision or resolution

7. Fees and Charges

Administration fee (will always apply)		
<10 pcs	35,00 USD	
10-99 pcs	50,00 USD	
100-499 pcs	75,00 USD	
500-999 pcs	150,00 USD	
>1000 pcs	250,00 USD	
Restocking Fees		
Restocking including IQC/OQC and return to customer	6 USD/unit	
Restocking incl. IQC (standard parts)	4,50 USD/unit	
Restocking incl. IQC (non-standard parts) - resale possible within 3 months	70% of selling price	
Restocking incl. IQC (non-standard parts) - parts in stock for an undefined period	100% of selling price	
Freight cost		
Freight cost will be fully charged to the customer (inbound and outbound). Customers may use their preferred carrier by sharing the relevant account number.		
Non-usable/Damaged Returns		
If returned parts are damaged or unusable , 100% of the selling price will be charged.		
Items	Price	Moq
Dust Cap	2 \$	1
Trays (1-10 unit)	0,35 \$ - 3 \$	100
Cleaning	0,20 \$	1

8. Rejection and Liability Disclaimer

RMA cases will be **rejected** if:

- The product is returned without **prior approval**.
- Required **documentation is missing**.
- The item is **not confirmed as faulty**.
- Packaging and return requirements outlined in point 3 have not been respected.

In these cases, Skylane Optics **is not liable** for any charges incurred by the customer.

9. RMA Closure

Once the investigation is complete, and both parties agree on the resolution, the RMA case is officially closed.

If any of the above conditions and requirements are not met, the item is not confirmed as a faulty good, or the product is not returned with prior approval, the return case will be rejected under this policy. In this case, Skylane Optics will not be responsible for any incurring charges.