RMA REQUEST SUBMISSION GUIDE

I. INITIAL STEPS

II. RMA

III. FAST RMA

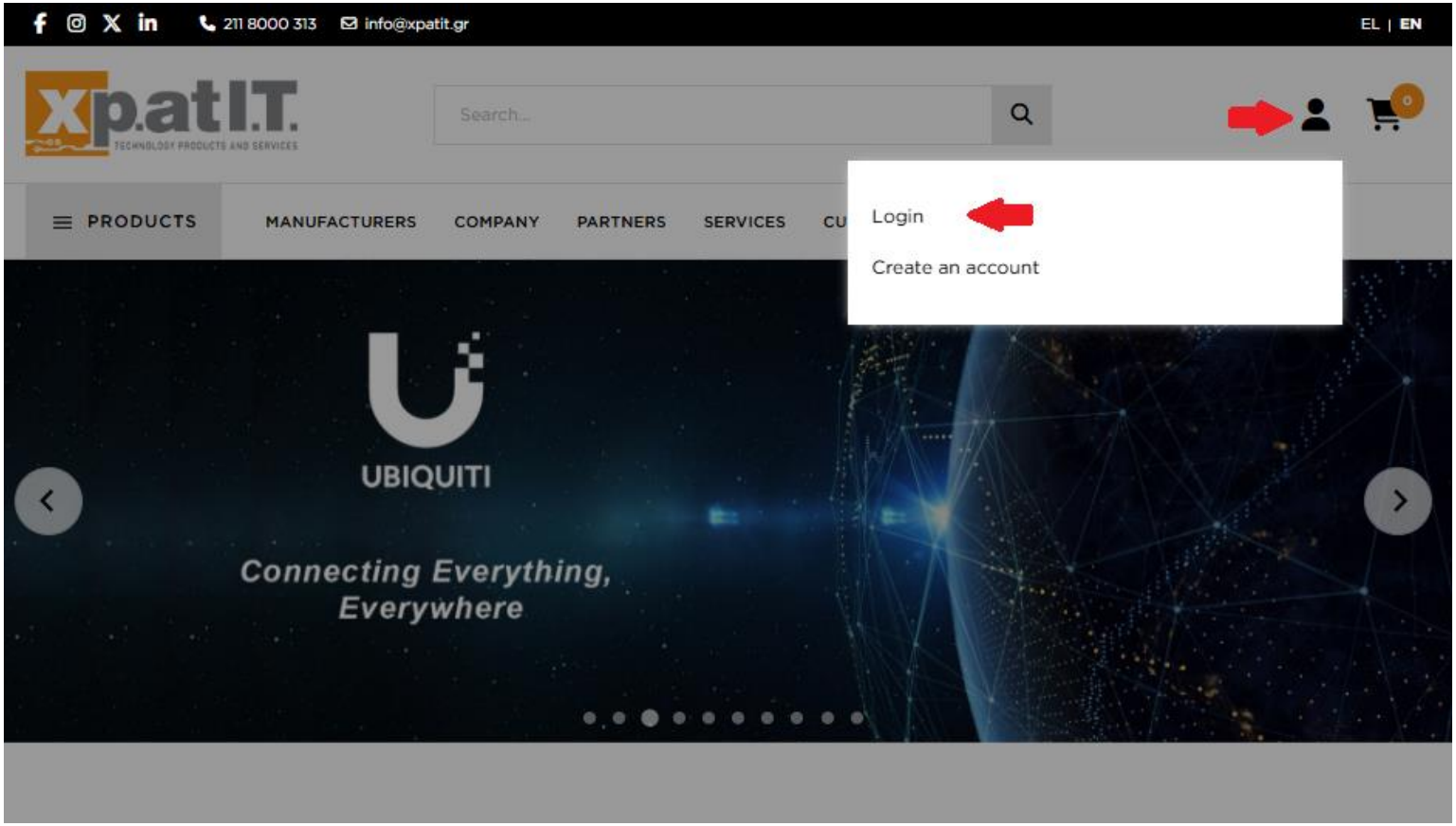
IV. TECHNICAL CHECK

Xp.at I.T.
TECHNOLOGY PRODUCTS AND SERVICES

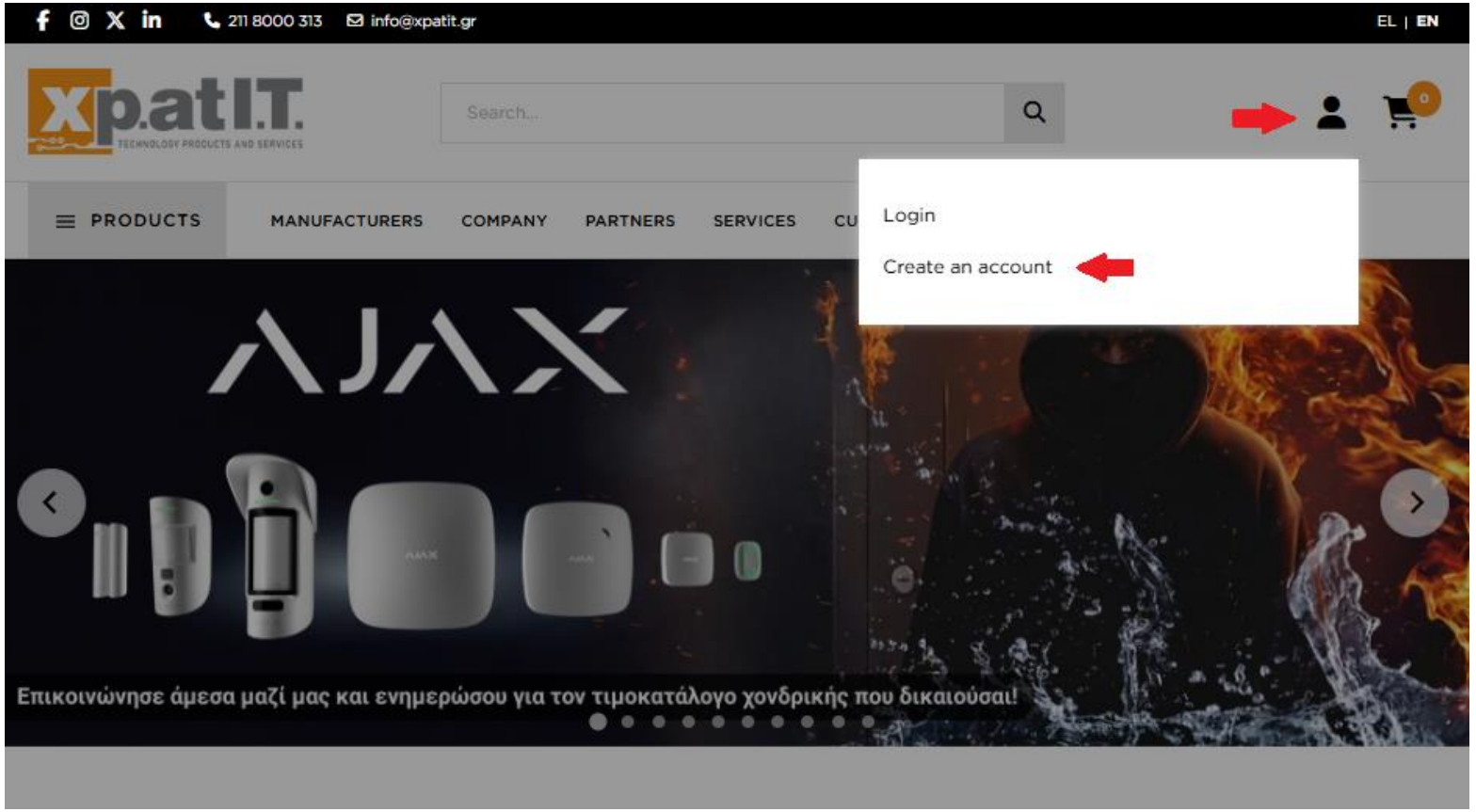
INITIAL STEPS

To submit an RMA / FAST RMA / Technical Check request for any device purchased from the XPATIT S.A. online site, please carefully follow the steps below:

1) On any device with Internet access, open your preferred web browser and enter the address of our online site: https://www.xpatit.gr. Once the website's home page has loaded, select the “User” icon in the upper-right corner and then select “Login” to access the company's online site with your personal account.

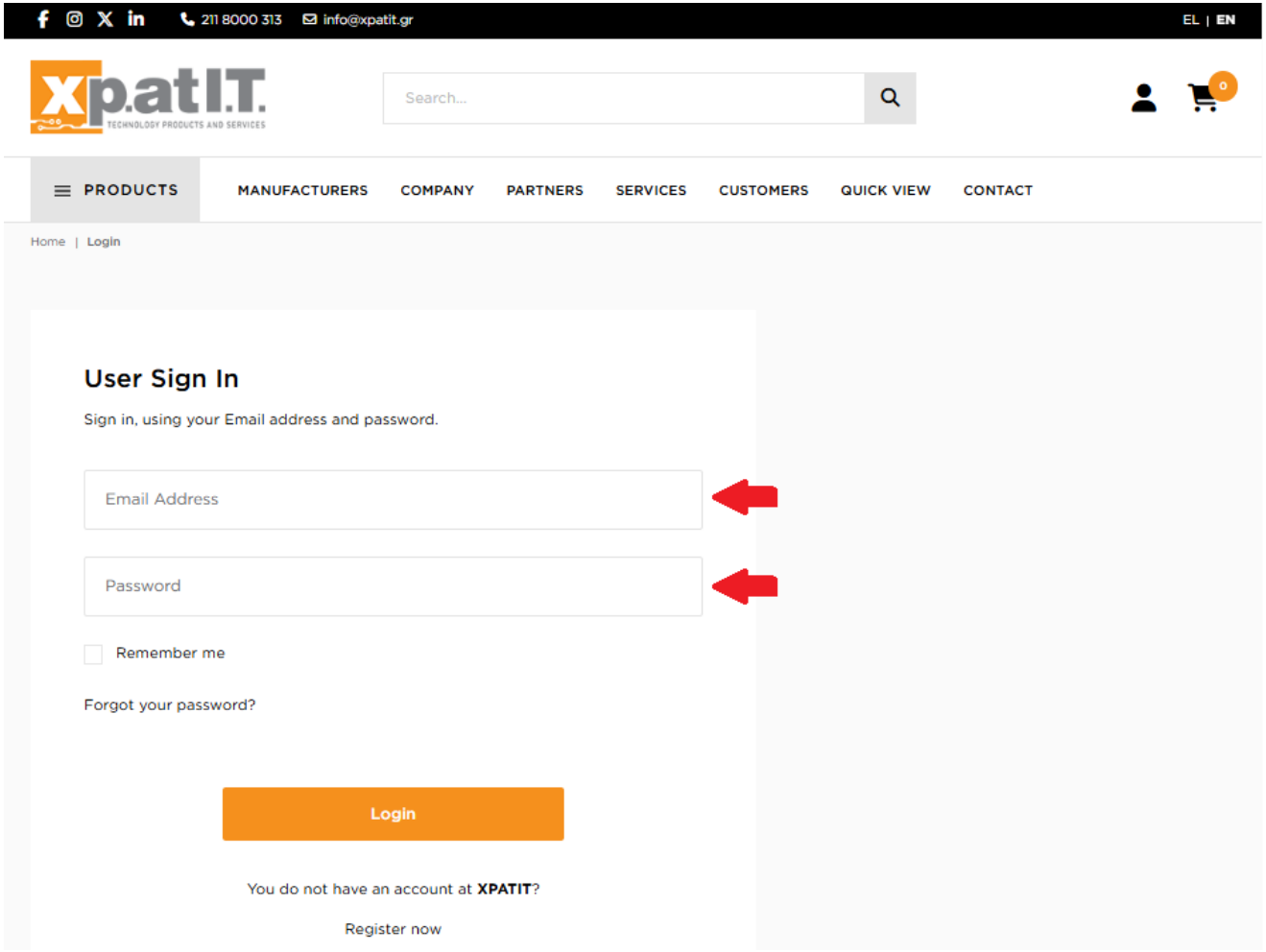


If you have not created an account in the company's online site, you must create one by selecting “Create Account”.

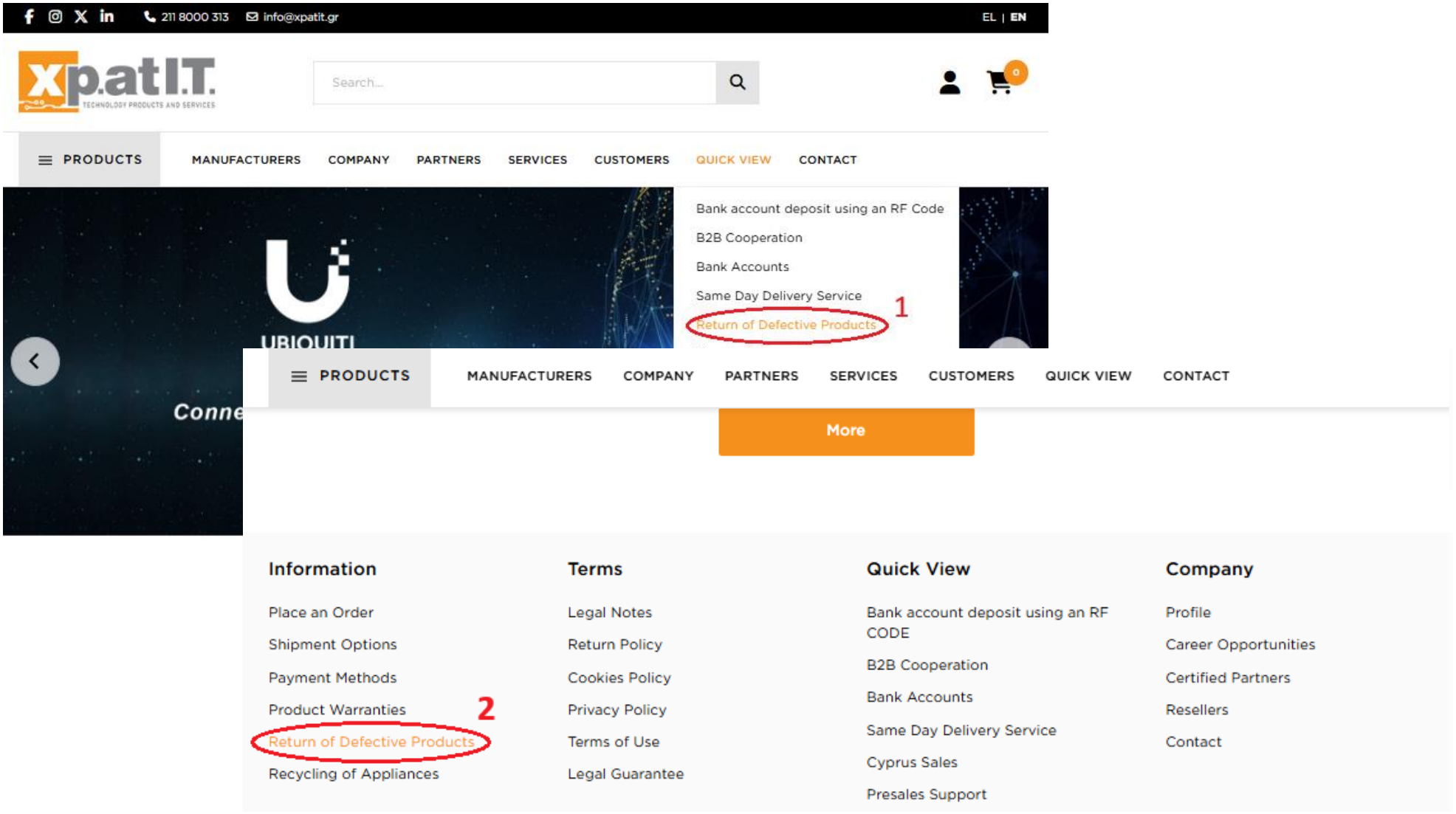


If you do not have an account in the company's online site, you cannot proceed with the RMA process.

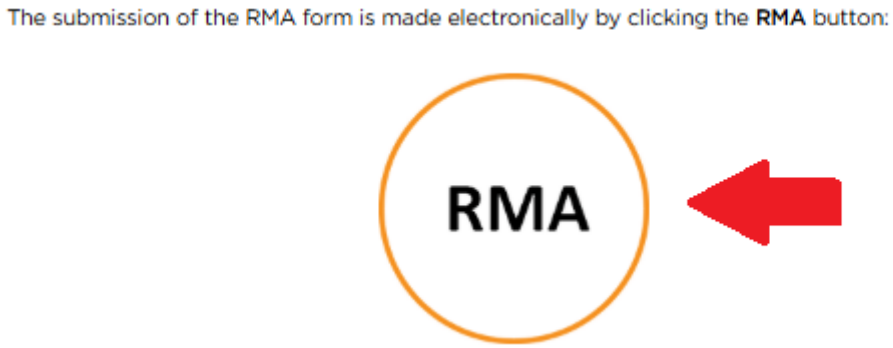
2) After completing the above, carefully enter your personal credentials (“Username”, “Password”) in the “User Login” box to log in to the company's online site with your personal account. If you do not remember one of your personal credentials, select the relevant option at the bottom of the pop-up (“Forgot your password?”, “Forgot your username?”).



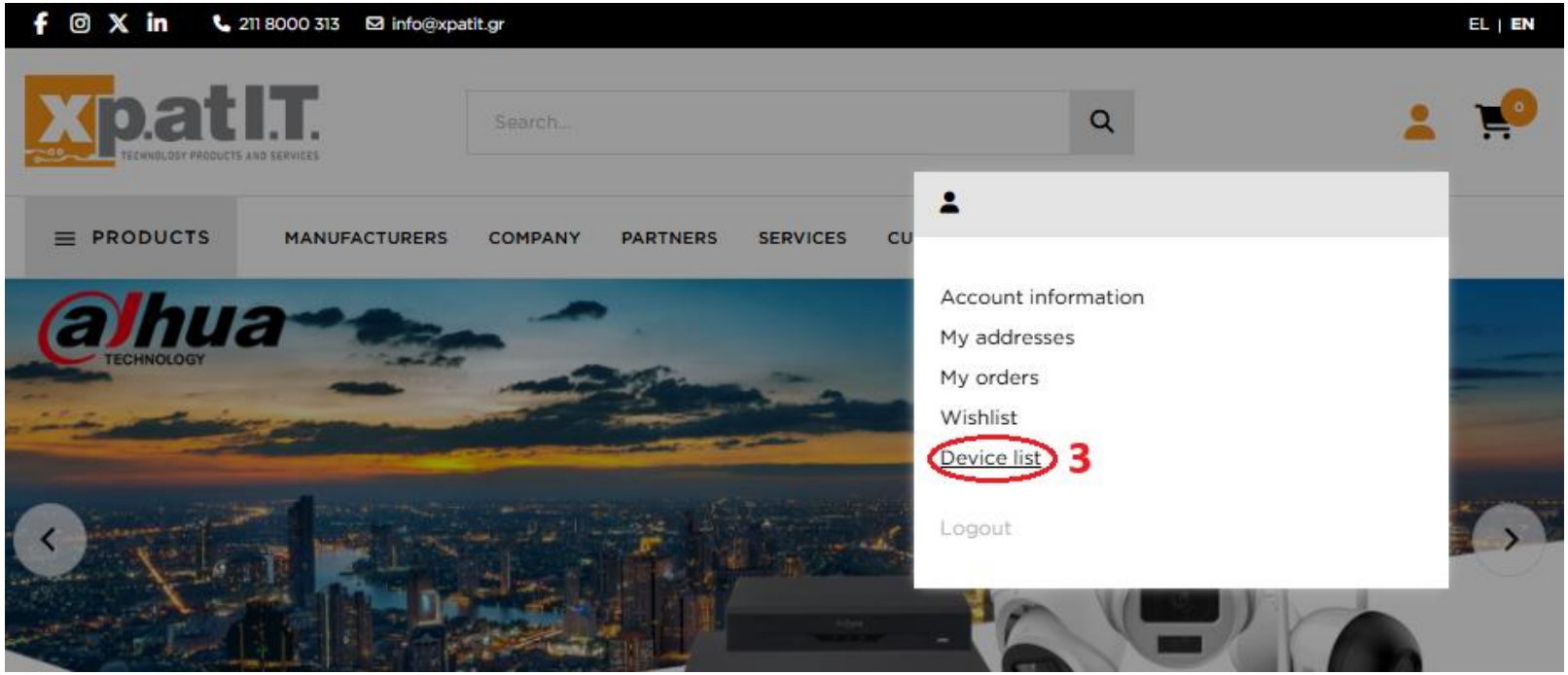
3) After successfully logging in, you will be redirected to the website's home page. From there, you can select either “QUICK VIEW” in the upper/central menu and then “Return of Defective Products” (point 1), or “Information” at the bottom-right of the page (point 2).



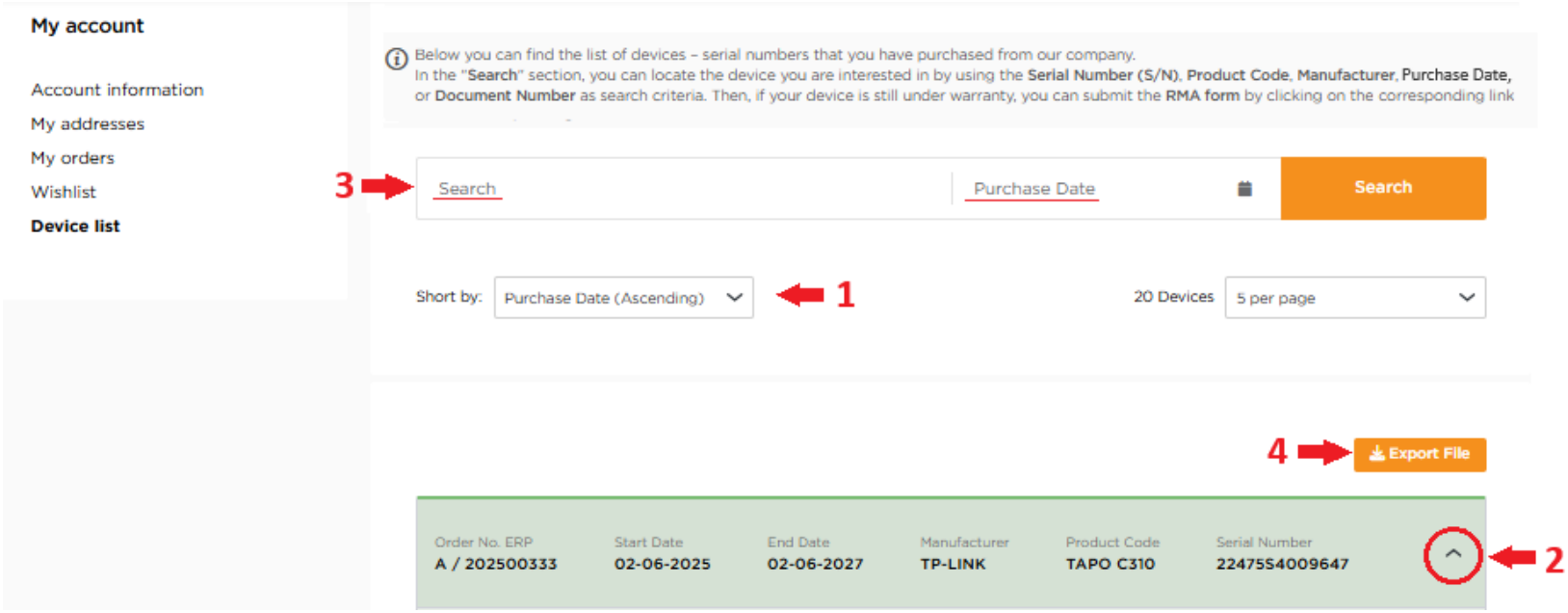
These options take you to the article containing the company's RMA procedure terms and provide access to the “Device List” in your customer account by selecting the RMA button below.



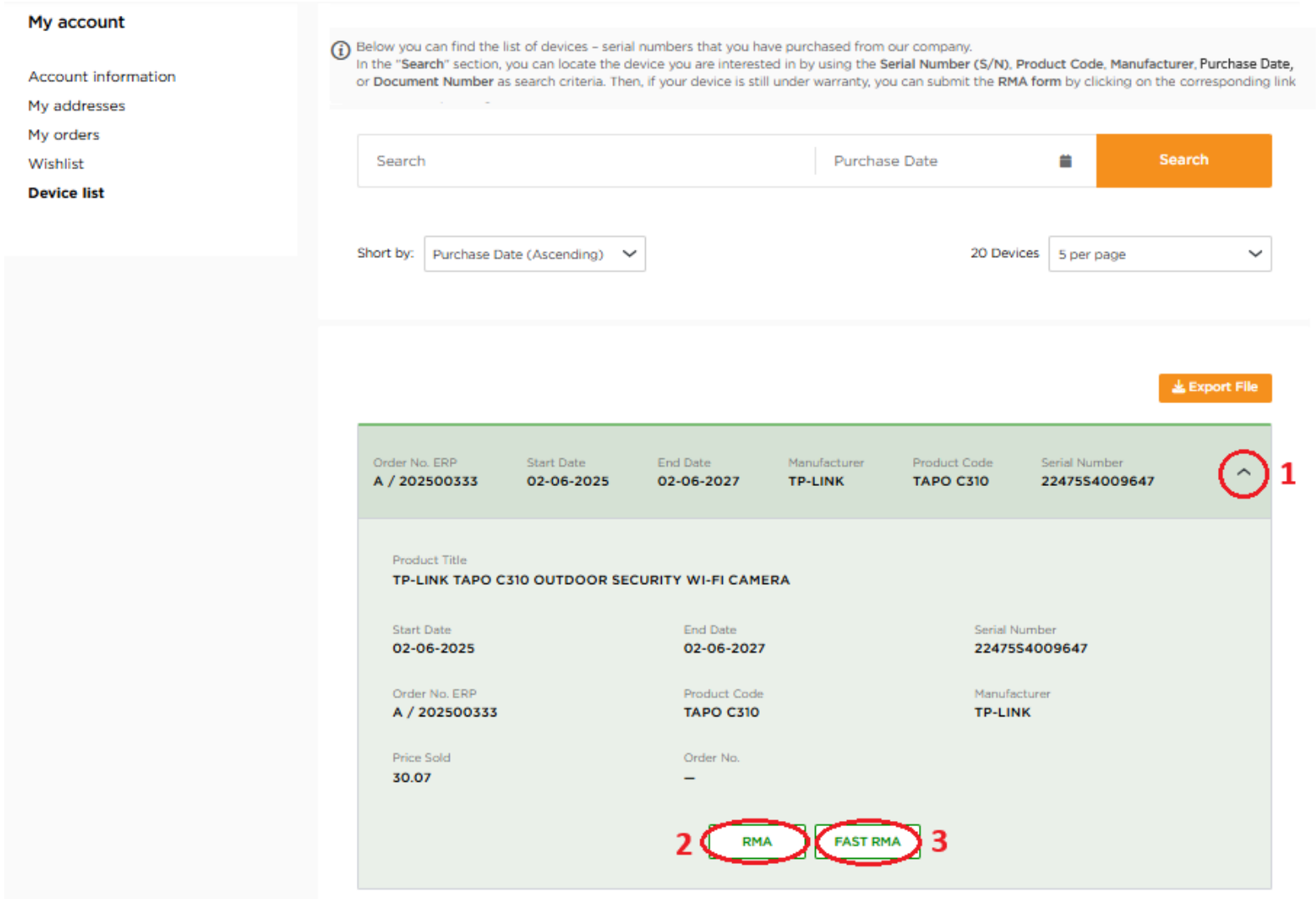
Alternatively, if you are already logged in, select the “User” icon in the upper-right corner and then “Device List” (point 3):



4) On the “Device List” page, you can find all devices purchased from our online site through the account you are logged in with and the registered billing details. Devices are displayed from the most recently purchased to the oldest (point 1). For more information about each device, select the arrow on the right of each row (point 2). If you have a Serial Number, product code, manufacturer or invoice/document number, you can use the search box (point 3; Latin characters only). There is also a new option where, by selecting **Export File** (point 4), you can export your devices in **.csv** format by selecting the date you require.



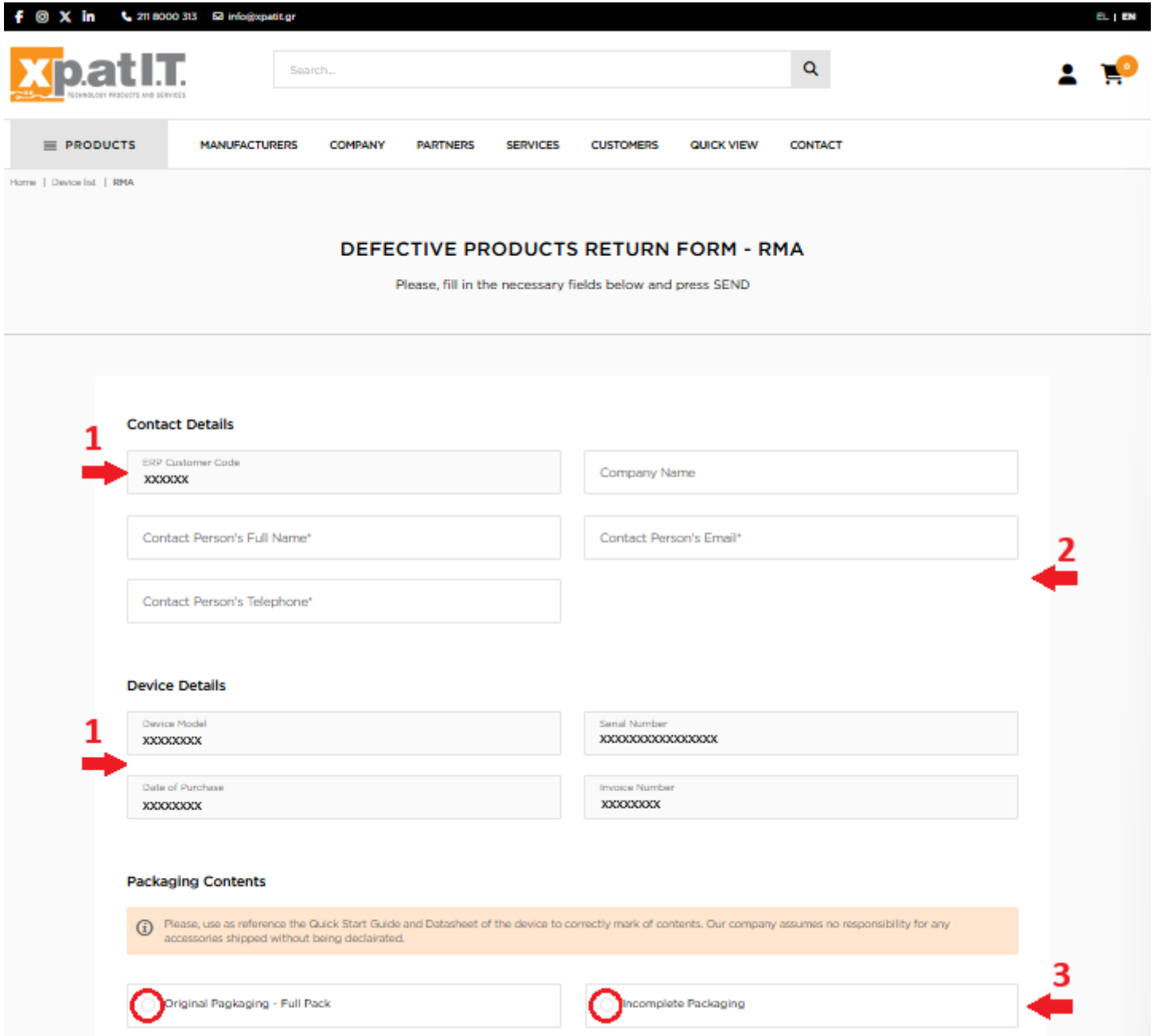
5) For devices displayed with a green status indicator, select the right-hand arrow for the desired device (point 1) and choose either “RMA” (point 2) or “FAST RMA” (point 3). To select the correct RMA type, read the company's RMA procedure article, which explains the differences between the procedures



6) If you select the "**RMA**" procedure, you will be taken to a page containing all the required fields for submitting an RMA request. Fields already completed and marked in grey cannot be changed (point 1). All other fields MUST be completed clearly and in detail, especially where the instructions request a detailed description.

   The fields "Contact Person Full Name", "Contact Person Phone Numbers", and "Contact Email" (point 2) must contain the details of the person responsible **for handling the specific RMA** request. **If the information automatically populated from your customer account does not correspond to this person, enter the correct contact details.**

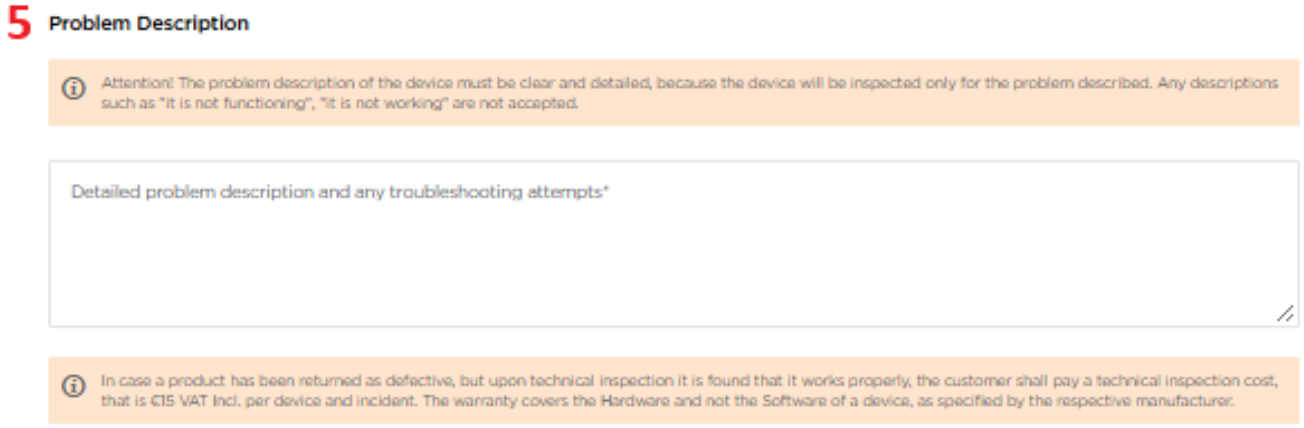
   Under "Package Contents" (point 3), select "Original Packaging - Full Pack" ONLY if you have all accessories listed in the Quick Start Guide for the respective device. Otherwise, select "Incomplete Packaging" and list all available accessories from the Quick Start Guide. These accessories must also be included in the shipment.


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CONTACT
Home | Device list | RMA
DEFECTIVE PRODUCTS RETURN FORM - RMA
Please, fill in the necessary fields below and press SEND
Contact Details
1
ERP Customer Code
XXXXXX
Company Name
Contact Person's Full Name*
Contact Person's Email*
2
Contact Person's Telephone*
Device Details
1
Device Model
XXXXXXX
Serial Number
XXXXXXXXXXXXXXX
Date of Purchase
XXXXXXX
Invoice Number
XXXXXXX
Packaging Contents
Please, use as reference the Quick Start Guide and Datasheet of the device to correctly mark of contents. Our company assumes no responsibility for any accessories shipped without being declairated.
3
Original Pagkaging - Full Pack
Incomplete Packaging

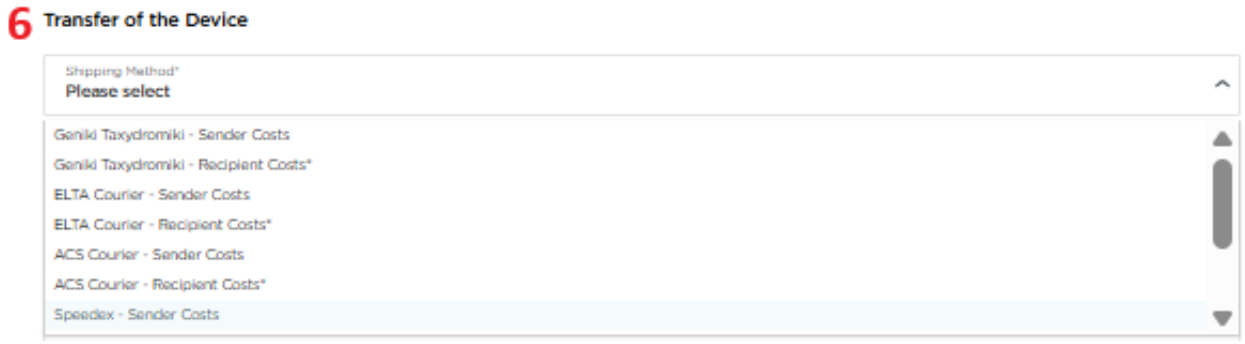
The “RMA Type” field (point 4) refers to your initial selection. If the correct type was selected according to the company's RMA procedure terms, no action is required. If you accidentally selected the wrong type, you can change it through this field without losing the information already entered.

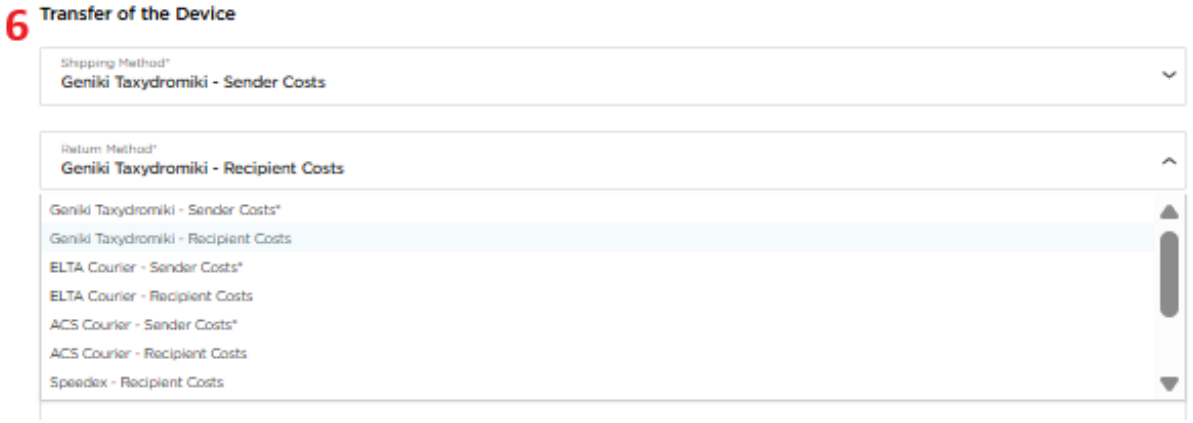


The “Problem Description” field (point 5) must contain an accurate and detailed description of the problem, as well as clear and detailed information about the actions you took to identify the problem and/or attempt to resolve it. **Note: Any descriptions such as "it is not functioning", "it is not working" are not accepted.**

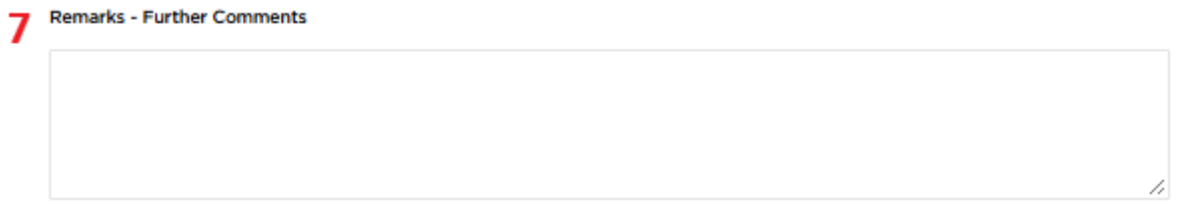


Under “Transfer of the Device” (point 6), select the available shipping and return methods for your package. Please pay particular attention to the comments displayed when selecting options marked with an asterisk.





Under “Notes – Additional Comments”, enter any observations or comments you wish to highlight regarding your RMA (point 7).



Move the mouse cursor over the phrase “…terms of use of the RMA procedure…” (point 8), then left-click it to display the RMA procedure terms for review (point 9).



Terms of Use RMA, Fast RMA and Technical Inspection

9

• The product warranty applies within Xpatit premises. In case any shipping cost from and towards the company occurs, this is entirely borne by the customer.

Attention! In case of shipping indicating that the costs are incurred by the recipient (shipping costs charging XPATIT), such option must be selected in the electronic RMA form, otherwise the package will be rejected.

• All products must be sent in their original packaging in order to avoid any damage during shipment. (If there is no original packaging, any packaging prepared by the customer should be carefully made in order to protect the product during shipment).

• Products must be sent with all the accessories required for their proper operation:

Power supplies
Antennas (if available)
Remote Control (if available)
Caps (with possible s/n) (of course the s/n written on the cap should match that of the device)
If any of the above and/or any other accessory is deemed necessary and is not included in the package delivered to our company, the technical inspection will not proceed, until our technical department receives all necessary accessories. Please, use as reference the Quick Start Guide and Datasheet of the device to package all the necessary contents.

• The electronic submission of the RMA form is required as the products will not be inspected until the relevant damage report is sent.

• Products that have been purchased with an invoice should enter our company accompanied by the relevant document (Dispatch Note). In case a customer cannot issue a relevant document while having purchased the product with an invoice, only then the product may be shipped upon consultation with any of the representatives of our company. In case the above process lasts more than 10 days without being completed due to the customer's fault, the package will be returned without inspection to the customer and any shipping costs will be incurred by them.

• The duration of product technical inspection typically lasts from 24 to 72 hours. Depending on the work load of the technical department and the time required for the full inspection of the product (type of malfunction, etc.) the technical inspection may last longer.

• It is the customer's sole responsibility to keep - if they wish- a data backup for their device, as the company assumes no responsibility for any possible data loss during the device inspection.

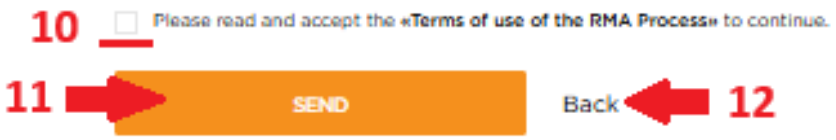
• The necessary technical inspections are made in a laboratory environment based on the official technical instructions for checking the defective devices provided for by the respective manufacturer.

• All products available for sale on the Xpatit e-shop are covered by a performance warranty of which the duration and terms of validity are both equal to those specified by the manufacturer.

• Products that have suffered Physical Damage or Overvoltage, or lack of S/N data sticker, are not covered by a warranty as due to these reasons this is canceled.

These products cannot be returned even if they are defective, as due to misuse by the user, their warranty has been canceled. The responsibility for any physical damage or any other damage suffered by the product when shipped to our company for technical inspection, due to its incomplete

After reviewing the terms and confirming that you agree with them, click the checkbox next to the statement referring to those terms (point 10). Without accepting the terms, you will not be able to submit your RMA request. Then select “SEND” to submit the form (point 11).



7) A message will appear confirming that the form has been submitted successfully.

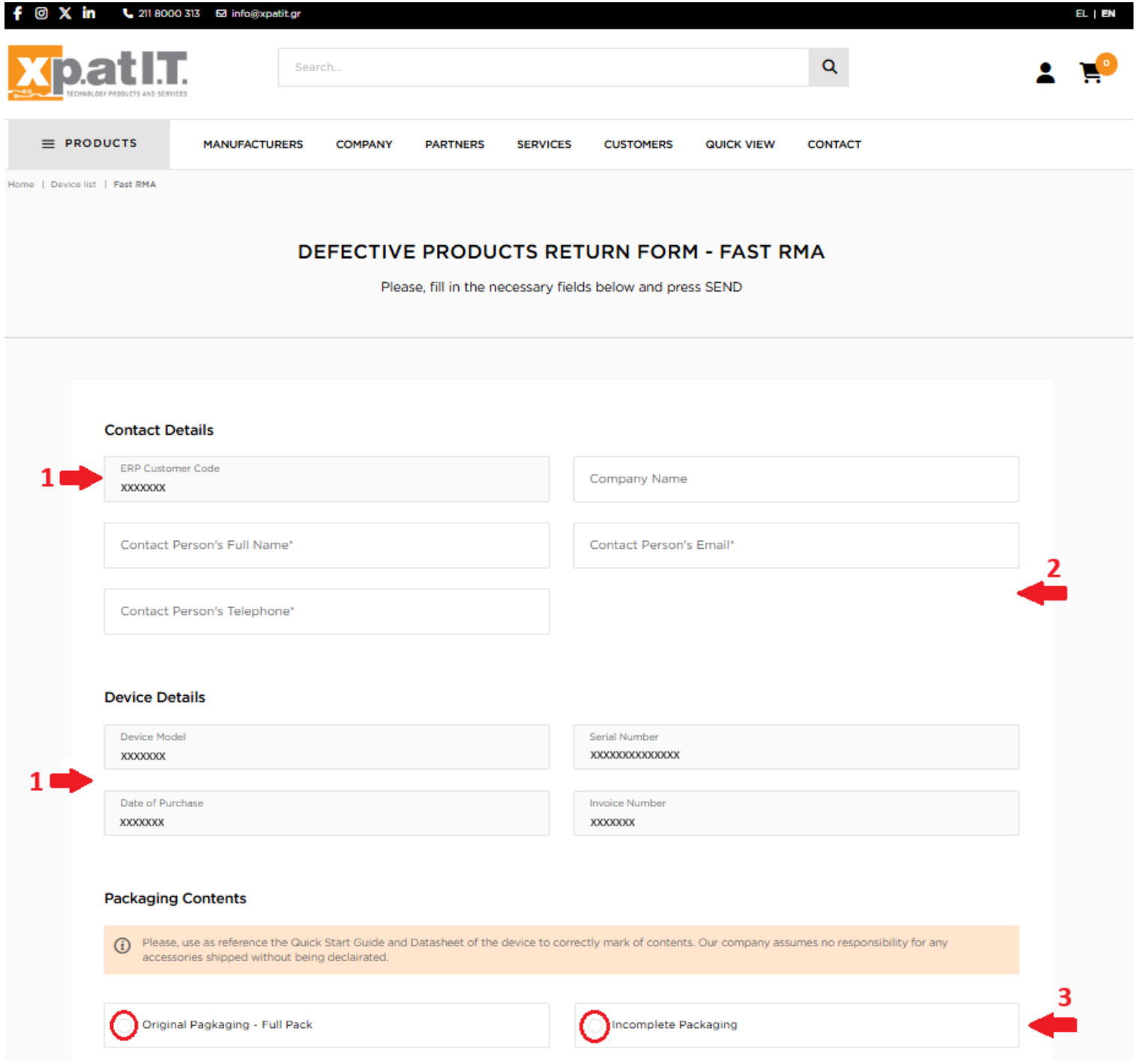
8) At the same time, the RMA request will be sent the RMA form electronically to the email address you used to log in to your account on our website.

9) Finally, you MUST write the RMA number received by email on the package you send or in the voucher remarks, so that your RMA request can be identified. Otherwise, the package will be rejected.

10) If you select the "**FAST RMA**" procedure, you will be taken to a page containing all the required fields for submitting the request. Fields already completed and marked in grey cannot be changed (point 1). All other fields MUST be completed clearly and in detail.

    The fields "Contact Person Full Name", "Contact Person Phone Numbers", and "Contact Email" (point 2) must contain the details of the person responsible **for handling the specific RMA** request. **If the pre-filled information does not correspond to that person, enter the correct contact details.**

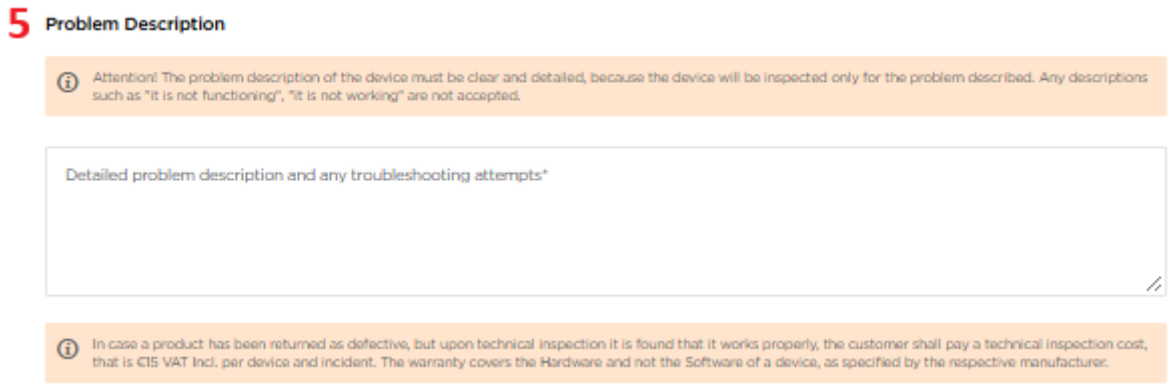
    Under "Package Contents" (point 3), select "Original Packaging - Full Pack" ONLY if you have all accessories listed in the Quick Start Guide. Otherwise, select "Incomplete Packaging" and list all available accessories from the Quick Start Guide. These accessories must also be included in the shipment.


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Home | Device list | Fast RMA
DEFECTIVE PRODUCTS RETURN FORM - FAST RMA
Please, fill in the necessary fields below and press SEND
Contact Details
1
ERP Customer Code
XXXXXXX
Company Name
Contact Person's Full Name*
Contact Person's Email*
2
Contact Person's Telephone*
Device Details
Device Model
XXXXXXX
Serial Number
XXXXXXXXXXXXXX
1
Date of Purchase
XXXXXXX
Invoice Number
XXXXXXX
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Original Pagkaging - Full Pack
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3

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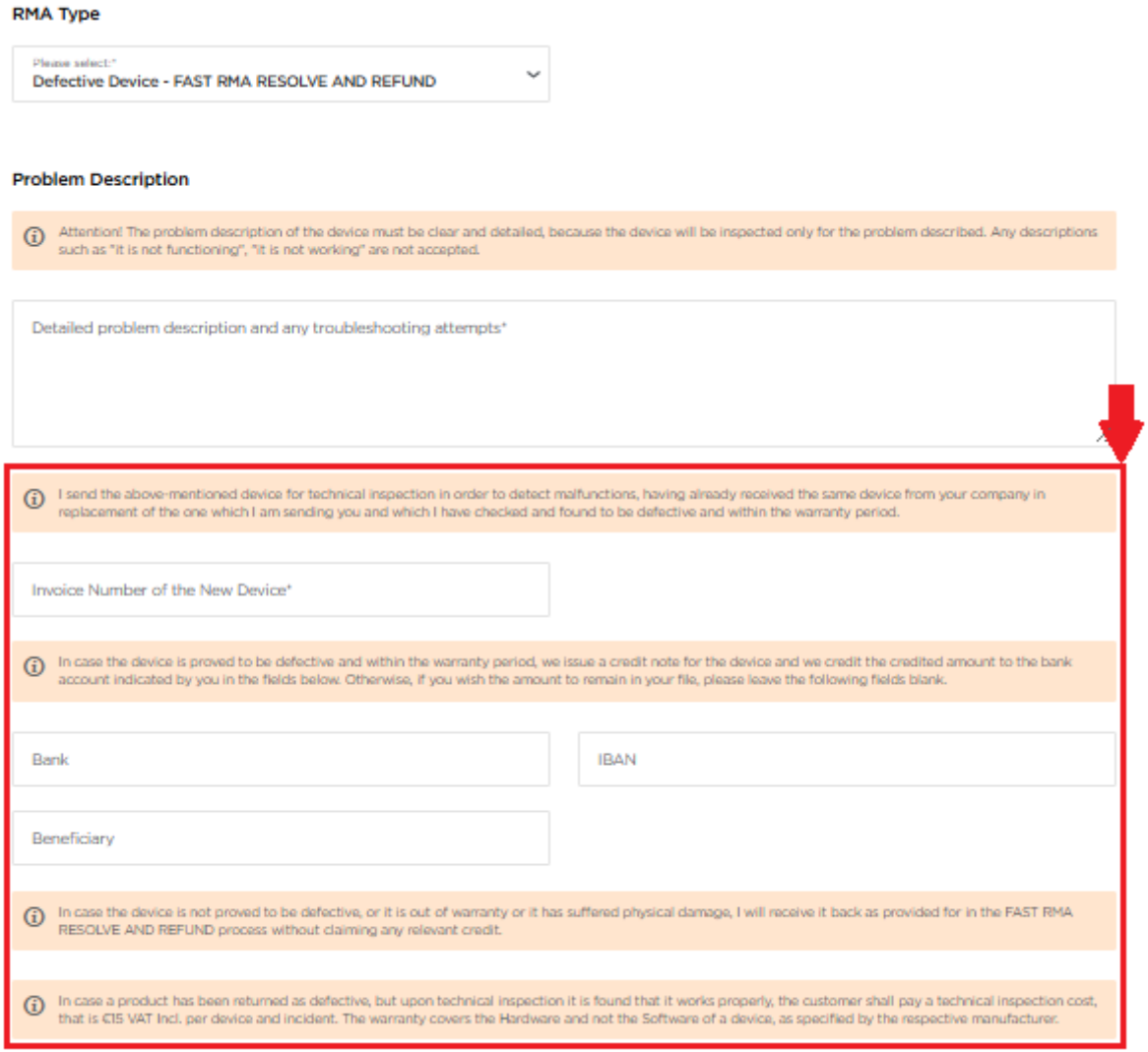


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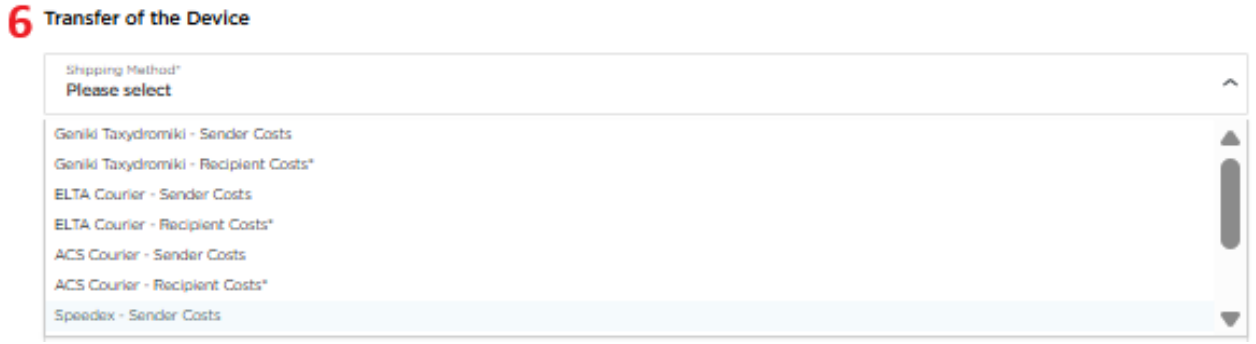


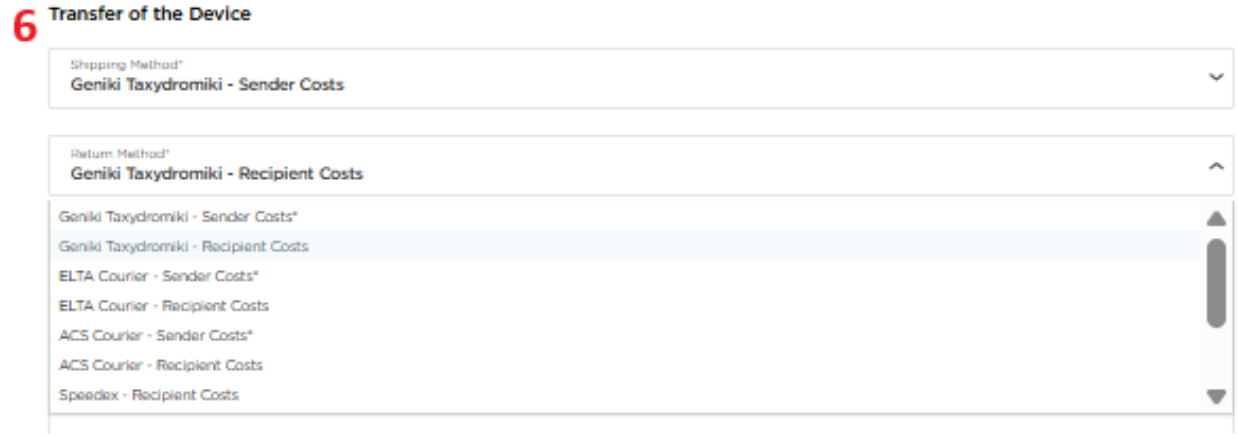
A “FAST RMA” request also contains additional fields. The “Invoice Number of the New Device” field is mandatory, as the validity of your request as a “FAST RMA” is determined on the basis of this information.

Completing the “Bank”, “IBAN”, and “Beneficiary” fields is optional. Complete these fields if you want the credit amount to be refunded to you rather than remain in your customer account for future purchases.

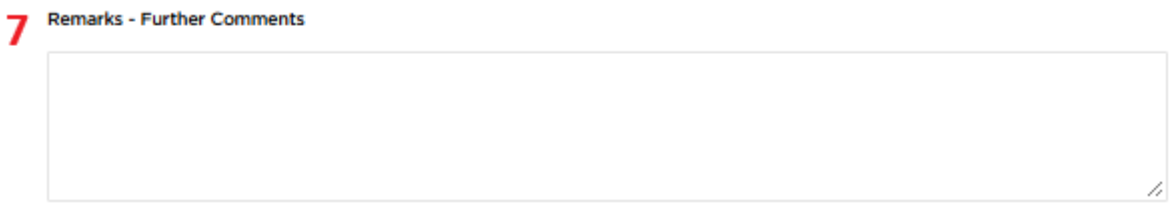


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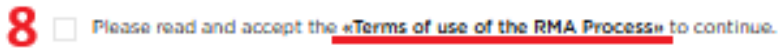




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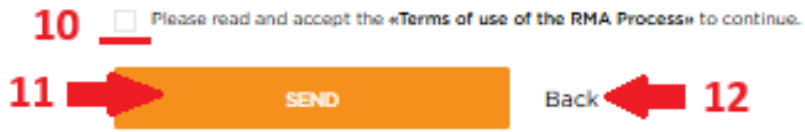
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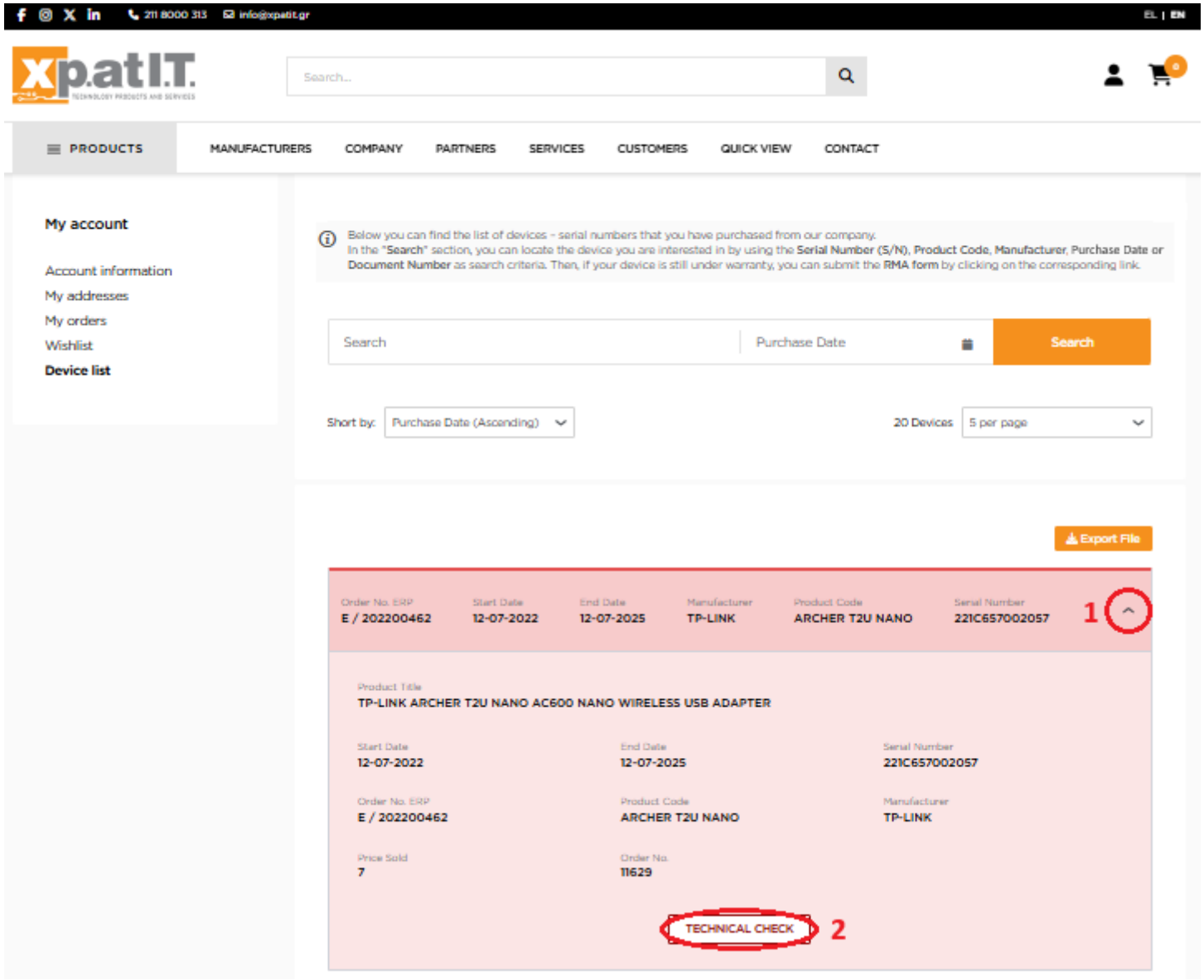


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12) At the same time, the RMA request will be sent the RMA form electronically to the email address you used to log in to your account on our website.

13) Finally, you MUST write the RMA number received by email on the package you send or in the voucher remarks, so that your RMA request can be identified. Otherwise, the package will be rejected.

14) For devices displayed in your device list with a red status indicator, selecting the right-hand arrow for the desired device (point 1) allows you to select the “Technical Check” procedure (point 2). This is the only available option because devices marked red are devices for which the manufacturer's factory warranty period has expired. Our company can therefore provide a technical check service in accordance with the RMA procedure terms.

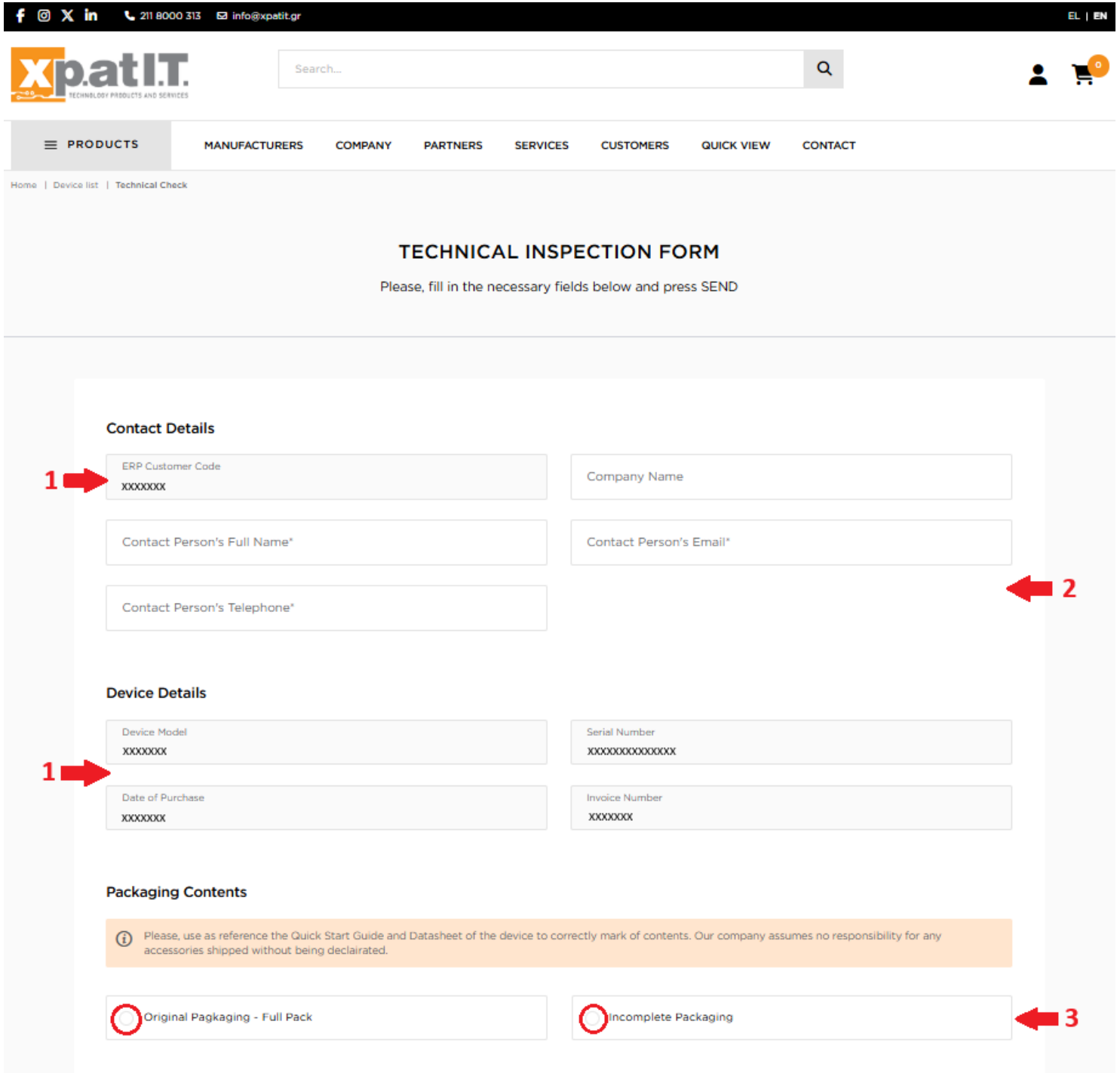


TECHNICAL CHECK

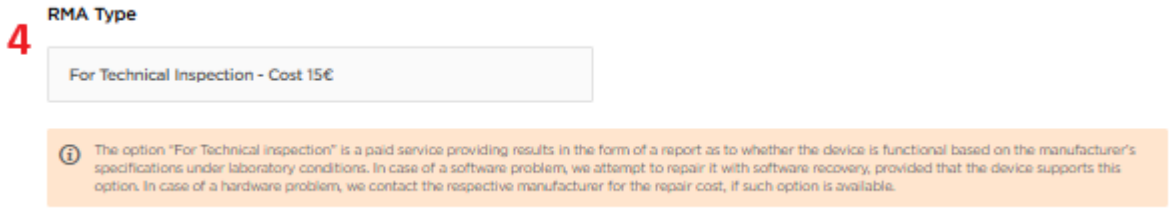
15) If you select “Technical Check”, you will be taken to a page containing all the required fields for submitting the request. Fields already completed and marked in grey cannot be changed (point 1). All other fields MUST be completed clearly and in detail.

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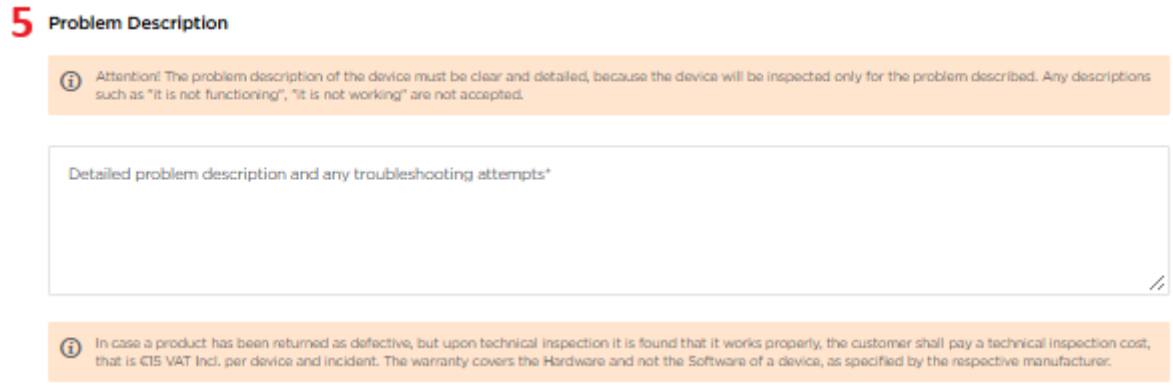
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TECHNICAL INSPECTION FORM
Please, fill in the necessary fields below and press SEND
Contact Details
ERP Customer Code
xxxxxxx
Company Name
Contact Person's Full Name*
Contact Person's Email*
Contact Person's Telephone*
Device Details
Device Model
xxxxxxx
Serial Number
xxxxxxxxxxxxxx
Date of Purchase
xxxxxxx
Invoice Number
xxxxxxx
Packaging Contents
Please, use as reference the Quick Start Guide and Datasheet of the device to correctly mark of contents. Our company assumes no responsibility for any accessories shipped without being declairated.
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1
1
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3

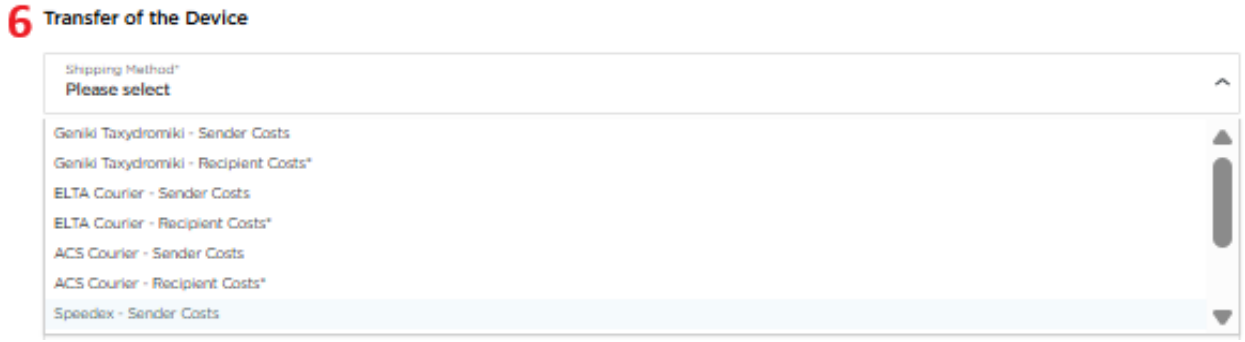
The “RMA Type” field (point 4) refers to the Technical Check selected for your device and cannot be changed, as there is no alternative service available.

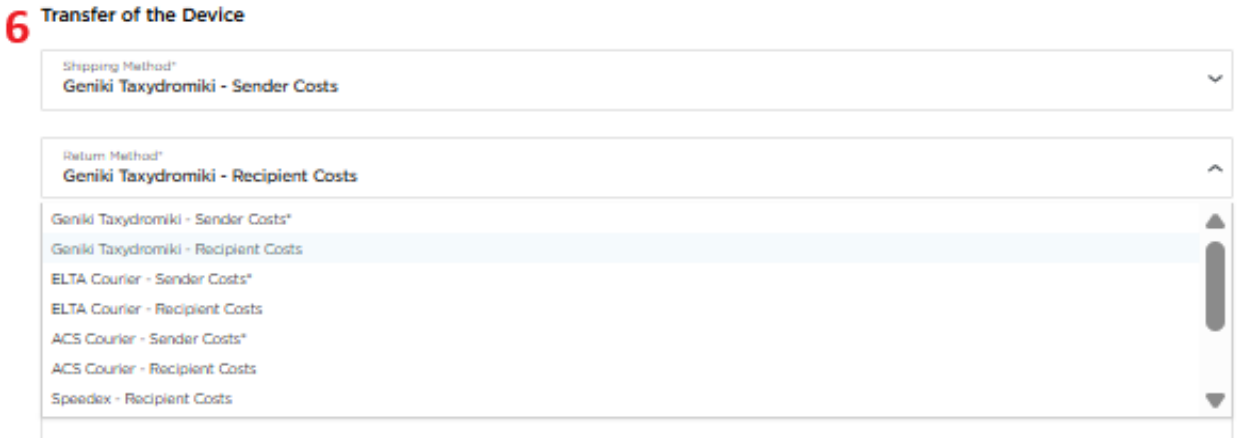


The “Problem Description” field (point 5) must contain an accurate and detailed description of the problem, as well as clear and detailed information about the actions you took to identify the problem and/or attempt to resolve it.

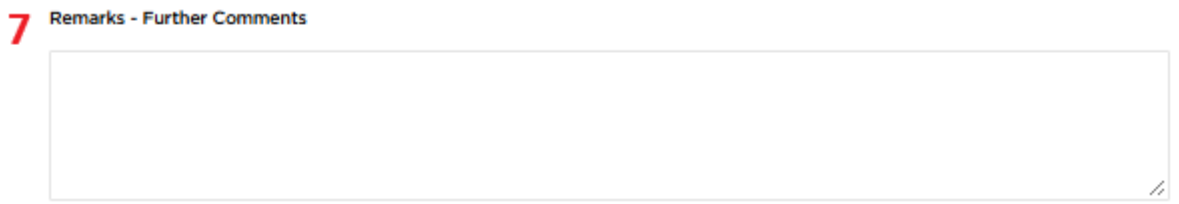


Under “Transfer of the Device” (point 6), select the available shipping and return methods. Please pay particular attention to the comments accompanying options marked with an asterisk.

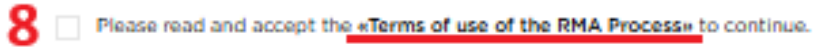




Under “Notes – Additional Comments”, enter any observations or comments you wish to highlight regarding your request (point 7).



Move the mouse cursor over the phrase “…terms of use of the RMA procedure…” (point 8), then left-click it to display the RMA procedure terms for review (point 9).



Terms of Use RMA, Fast RMA and Technical Inspection

9

• The product warranty applies within Xpatit premises. In case any shipping cost from and towards the company occurs, this is entirely borne by the customer.

Attention! In case of shipping indicating that the costs are incurred by the recipient (shipping costs charging XPATIT), such option must be selected in the electronic RMA form, otherwise the package will be rejected.

• All products must be sent in their original packaging in order to avoid any damage during shipment. (If there is no original packaging, any packaging prepared by the customer should be carefully made in order to protect the product during shipment).

• Products must be sent with all the accessories required for their proper operation:

Power supplies
Antennas (if available)
Remote Control (if available)
Caps (with possible s/n) (of course the s/n written on the cap should match that of the device)
If any of the above and/or any other accessory is deemed necessary and is not included in the package delivered to our company, the technical inspection will not proceed, until our technical department receives all necessary accessories. Please, use as reference the Quick Start Guide and Datasheet of the device to package all the necessary contents.

• The electronic submission of the RMA form is required as the products will not be inspected until the relevant damage report is sent.

• Products that have been purchased with an invoice should enter our company accompanied by the relevant document (Dispatch Note). In case a customer cannot issue a relevant document while having purchased the product with an invoice, only then the product may be shipped upon consultation with any of the representatives of our company. In case the above process lasts more than 10 days without being completed due to the customer's fault, the package will be returned without inspection to the customer and any shipping costs will be incurred by them.

• The duration of product technical inspection typically lasts from 24 to 72 hours. Depending on the work load of the technical department and the time required for the full inspection of the product (type of malfunction, etc.) the technical inspection may last longer.

• It is the customer's sole responsibility to keep - if they wish- a data backup for their device, as the company assumes no responsibility for any possible data loss during the device inspection.

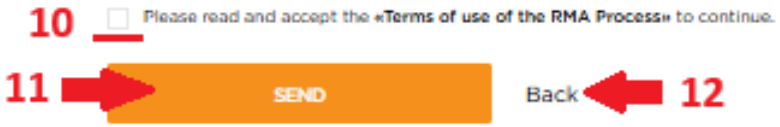
• The necessary technical inspections are made in a laboratory environment based on the official technical instructions for checking the defective devices provided for by the respective manufacturer.

• All products available for sale on the Xpatit e-shop are covered by a performance warranty of which the duration and terms of validity are both equal to those specified by the manufacturer.

• Products that have suffered Physical Damage or Overvoltage, or lack of S/N data sticker, are not covered by a warranty as due to these reasons this is canceled.

These products cannot be returned even if they are defective, as due to misuse by the user, their warranty has been canceled. The responsibility for any physical damage or any other damage suffered by the product when shipped to our company for technical inspection, due to its incomplete

After reviewing the terms and confirming that you agree with them, click the checkbox next to the statement referring to those terms (point 10). Without accepting the terms, you will not be able to submit the request. Then select “SEND” (point 11).



16) A message will appear confirming that the form has been submitted successfully. You can select “CONTINUE” to return to your device list.

17) At the same time, the RMA request will be sent the RMA form electronically to the email address you used to log in to your account on our website.

18) Finally, you MUST write the RMA number received by email on the package you send or in the voucher remarks, so that your RMA request can be identified. Otherwise, the package will be rejected.