



Customer Service

Customer Service Information:

WNI Global, Customer Service has acquired vast professional experience serving a wide and diverse installed customer base worldwide. Combining 1st class facilities with state-of-the-art testing capabilities and highly skilled personnel enables WNI Global to provide its customers with total support, a commitment which all our partners may count on in all aspects of microwave radio transmission systems.

Repair under Warranty

WNI Global, Inc.'s obligation under this Warranty is limited to replacing or repairing at it's option, products which are proved defective in design (materially affecting performance), workmanship or materials, or which do not meet the certified product specification provided by WNI Global, at the time of Sale, within fifteen (15) months after shipment from WNI Global,, or twelve (12) months from delivery to the end user, whichever occurs first.

For products repaired or replaced by the customer, cost for such work will only be the reimbursed by WNI Global, where WNI Global approval for such repair is obtained prior to commencing the repair. For products returned to WNI Global for warranty repair/return, their costs of transportation to WNI Global, shall be born by the customer and subject to prior receipt of a Return Authorization number from WNI Global's RMA staff. WNI Global, shall bear costs for transportation of products returned to the customer. In the case of non WNI Global products, the scope of warranty shall not exceed the scope of warranty provided by the manufacturer, while the term shall be for a period of twelve (12) months after shipment.

Repair and return

The standard period for the return shipment of the repaired unit is 10 working days from receipt of the defective parts for current manufactured units. Shipment of a replacement unit for manufacture discontinued items is subject to the availability of parts. Repair of non-WNI Global parts is set by WNI Global suppliers. Please contact our Sales administration for Repair Price Information.

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Evaluation Fee

There is a US\$200 evaluation charge per unit for Broadband equipment and a US\$400 evaluation charge for all Microwave equipment if no problem is found and no repair is required. In such cases, shipment costs in both directions will be charged to the customer.

Advanced replacement

In order to allow it's customers a faster replacement period when required, WNI Global offers 3 different options aimed to cover all customers needs:

1. Advanced replacement – Shipment of a replacement unit is available within 3 working days with an RMA approval by WNI Global's support department for current production modules. Shipment of a

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replacement unit for manufactured discontinued items is subject to parts availability. Exchange of non-WNI Global parts is subject to the availability of modules at WNI Global.

This service is available at 20% of standard transfer price for units under valid warranty and 50% for units not under warranty.

All exchange units must be returned to WNI Global within 20 calendar days from date of advanced replacement shipment to avoid getting invoiced for the difference between the exchange price and the list price. The return unit must match the product specification of the advanced returned unit like-for-like, and packed in the original packaging to avoid additional damage.

Restocking Charge - Units returned later than the 20 Calendar days from date of shipment will be assessed additional re-stocking fees:

- One to 45 days overdue 15% charge
- 46 – 120 days overdue 45% charge
- Over 120 days overdue no returns are accepted.

2. Maintenance Stock - In cases where 3 working days are insufficient to meet customers needs, WNI Global shall enable purchasing of maintenance stock at 50% discount from the currently valid end-user price list. The quantity of maintenance stock authorized by WNI Global at this special price will be up to 10% of the total purchasing volume by the customer for the previous twelve (12) months.

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Irreparable Units ... Equipment which has been damaged due to customer negligence or which has parts removed will be repaired at the prevailing repair fee, or on a time-and material basis, whichever is higher. Any equipment that is determined irreparable will be returned to the customer and a US\$200 evaluation fee will be assessed. This fee will be credited if the customer purchases a replacement unit within 30 days.

The warranty on the repaired unit is for three (3) months or until the expiry of the original warranty period, whichever occurs first.

Repair of products out of warranty

Minor repair : 20% of actual exchange prices plus shipping and handling.
(Minimum of US\$200 (Broadband, US\$400 MicroWave) plus shipping and handling).

Complex Repair: 45% of actual exchange prices plus shipping and handling.

Exchange: 100% of actual exchange prices plus shipping and handling.



Extended warranty / Repair service program

WNI Global hereby offers its customers extended warranty options. This optional extended warranty will be effective upon expiry of the standard warranty period provided per unit.

Costs

The first year of the extended warranty is offered at 6% of the purchasing price of the unit. For a two year extended warranty this service is offered at 10% of the purchasing price of the unit.

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Return Material Authorization

For a Return Material Authorization number (RMA) please contact e-mail address: rma@wit-com.com

As per the following procedure:

Subject: [Return of products for repair \(RMA\) procedure](#)

In order to expedite the repair cycle and reduce costs involved with the returned equipment, you are kindly requested to follow the guidelines set forth in the procedure detailed below:

1. Customer should notify WNI Global and request repair of a defective product by filling the RMA request form (copy enclosed), with all the requested details. A comprehensive description of the malfunction, including installation details will be welcomed and will reduce in most cases the turnaround time.
2. The RMA request will be passed to a Customer Support engineer for inquiry and malfunction confirmation. Customer Support's approval is a must for receiving an RMA number. The RMA number will be issued by the sales administrator and notify the customer within 72 hours after Customer Support's approval. The RMA number will be used for all further references
3. Prior to shipment, each item should be tagged with the relevant RMA number, as well a clear mark of the RMA number on the outside of the packaging.
Equipment sent for repair must be securely packed in order to prevent damage during shipment. WNI Global will not be responsible for any damage occurred to the goods during shipment. In such cases, the customer will be requested to cover the complete repair costs.
4. The shipment of the defective units should be accompanied by a proforma invoice showing value for customs purposes only stating:

“Defective goods returned for factory repair”

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RMA Procedure – continuation....

5. Equipment received without prior authorization from WNI Global will not be processed and all relevant costs will be charged to the customer. The RMA number must be specified in all shipping documents accompanying the goods.
6. Products should be sent for repair no later than 30 days following the RMA approval.
As part of the repair procedure, products will be upgraded to the latest revision.

WNI Global will make every possible effort to provide advanced replacement, for units proved to be defective. In such cases, the customer will place an order for the replacement unit and will be credited as soon as the defective unit will be received at WNI Global,.

Products sent for repair, and found operational, will be subject to handling and test charges of US\$200 per item and cost of shipment will be covered by the customer in both directions.

Your cooperation in following the above outlined procedure will be highly appreciated and a basis for quick and orderly processing of the RMA requests.



RMA REQUEST FORM

Date:	RMA #:
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TO:

Company:	WNI GLOBAL, Ltd.
Attn:	Sales administration
Fax #:	408-982-9456
Tel #:	408-982-9454
e-mail:	sales@wnint.com

FROM:

Company:	
Attn:	
Address:	
Tel #:	
Fax #:	
e-mail :	

UNITS TO BE RETURNED:

PRODUCT:	IDU	ODU	PIN
Serial number:			
Serial number:			
Other:			
System Configuration:			
Description of Failure:			
Tech. Support approval:			
Original P.O.#:			
WNI Global, Invoice #:			

Comments:
