

RMA procedure for customers

Head of Customer Service: Giannis Nanos - support@sensolus.com

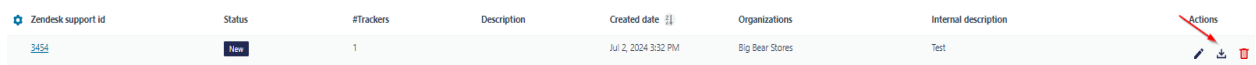





RMA procedure

When a tracker does not function anymore, it must be replaced with a new tracker for the tracking experience to continue for a particular asset. The subscription of the defective tracker must also be transferred to the new tracker.

When you have a defective tracker and Sensolus sends you a replacement tracker, this is the full procedure you must go to. The benefit of following this procedure is that you can take all the data from the broken tracker to your replacement tracker. In addition, if the broken tracker still has a communication subscription that is active, you can migrate the communication subscription of the old tracker to the new one.

1. Contact Support by sending an email to support@sensolus.com providing the serial number(s) that needs to be replaced.
2. Support will try first to identify remotely the root cause by doing some checks (e.g.: applied latest firmware version, diagnostic checks etc).
3. If Sensolus support cannot solve the issue will initiate the RMA process.
4. Go to Admin → Support → 'Device returns' to follow up the procedure. There you will get access to the return sheet on the platform.



Zendesk support id	Status	#Trackers	Description	Created date	Organizations	Internal description	Actions
2454	New	1		Jul 2, 2024 3:32 PM	Big Bear Stores	Test	  

5. Return the tracker together with the return sheet to the Sensolus headquarters. You can choose the shipping service of your preference.

Sensolus address: Moutstraat 54, 9000 Gent, BE

Tracker under warranty.

1. If the defective tracker is still in the first year of operation, Sensolus will send a replacement free of charge.
2. The subscription of the defective tracker should be moved by the user as soon as possible to avoid double invoicing.
3. The defective tracker should be sent back to Sensolus for investigation purposes.

Tracker outside warranty period.

1. If the defective tracker(s) is outside of warranty period, Sensolus will send a replacement followed by HW invoice.
2. The subscription of the defective tracker(s) should be moved by the user as soon as possible to avoid double invoicing.
3. The customer/partner has a window of 30 days to return the defective tracker(s) back to Sensolus from the day it is flagged as 'RMA'.
 - a. If the results of the investigation indicates a production issue, we credit the HW invoice of the new tracker(s).

- b. If the results of the investigation indicate no production issue, Sensolus cannot cover the return.
- c. If the defective tracker(s) are not received within 30 days Sensolus can no longer accept the return.