



# RMA Procedure

Pskeysystems provides a Return Material Authorization (RMA) service to ensure that our clients are able to easily return Pskeysystems product for service or replacement in the event of a product failure. Please follow the guidelines as published here to ensure immediate attention and prompt service.

## General Procedure

1. Call Pskeysystems factory service representative or authorized service center:

<i>Service</i>	<i>Type Number</i>
All Products	82-31-381-9530

If you bought product from dealer, Please call your authorized dealer.

2. Be prepared to discuss complete details of the suspected malfunction or defect. The service representative will make every attempt to assist the customer in correcting the malfunction while still in the field. If the Service Representative cannot correct the malfunction, and it is agreed that the suspected unit should be returned to the factory, an RMA number will be issued for the return.

3. Return the defective Product to the factory service center with the following:

The RMA number clearly marked on the outside of all packages.

A Commercial Invoice describing the goods, the RMA # and the value of the product. A description of the malfunction. A return address and point of contact.

## Packaging

All products returned for repair or replacement should preferably be shipped in the cartons originally designed for them. Damage resulting from improper packaging is not covered by warranty.

## Shipping

All products must be shipped freight PREPAID to the factory service center. Pskeysystems will ship the warranty repaired or replacement unit prepaid, ground, via Pskeysystems's preferred carrier, direct to the customer unless other instructions are received. Out-of-warranty Product will be returned ground, collect, unless alternate arrangements are made.



## RMA Procedure (cont)

The factory service representative may be contacted for more detailed information regarding RMA procedures as necessary.

Customer must indicate on the Commercial Invoice "GOODS RETURNING TO KOREA FOR WARRANTY REPAIR" as well as the purchased value and the RMA number. Failure to do so may result in customs duties being levied at the customer's expense.

### All Customers

Customer Returning Product to Pskeysystems

Please return all product, prepaid, to the following address:

Pskeysystems Inc.

4F, Century21 Plaza. 1400-5, GwanYang-Dong, DongAn-Gu, Anyang-si Gyeonggi-do Korea, 431-806

Attention: RMA Department

### Pskeysystems Returning Product to Customer

Product will be returned prepaid, ground, unless otherwise advised. The customer is to specify if product is to be returned in an expedited manner or via specific carrier. The cost of this shipment will be at the customer's expense.