

Class: PRC
Doc. no: 975877-AS
Rev: A
Date: 2016-09-07
Approved by: PSJO



Standard Return Material Authorization Procedure

Record of Changes

Description	Rev	Date
Released	A	See header

© Terma, Denmark, 2016. Proprietary and intellectual rights of Terma A/S and/or its subsidiaries are involved in the subject-matter of this material and all manufacturing, reproduction, use, disclosure, and sales rights pertaining to such subject-matter are expressly reserved. This material is submitted for a specific purpose as agreed in writing, and the recipient by accepting this material agrees that this material will not be used, copied, or reproduced in whole or in part nor its contents (or any part thereof) revealed in any manner or to any third party, except own staff, to meet the purpose for which it was submitted and subject to the terms of the written agreement.

This document is released for use only if signed by relevant staff or stamped "EDM Release Controlled".

CM:

1 Introduction

When equipment delivered by Terma is due for repair, overhaul, update or modification, it is returned to a Terma repair facility for proper handling. To ensure uniform handling and registration, and to ensure that all relevant information is available to the repair facility, Terma applies a Return Material Authorization (RMA) procedure.

The procedure provides a systematic guide to the customer, explaining the process of returning equipment to Terma.

2 The Procedure

1. When a piece of equipment is due for repair, overhaul, update or modification, the part identification numbers on the specific equipment is located. All Terma equipment has a Terma part number (and most likely a serial number as well), usually identified by a label on the outside of the equipment.
2. Once the equipment is identified, contact support@terma.com with a request for RMA. The request for RMA should include at least the Terma part number (and serial number if available) as well as contact information of the person submitting the request.
3. Upon receiving the request, Terma will supply the official RMA form, stamped with a unique RMA number used to track the returned equipment until ultimately returned from Terma. Terma may or may not complete some of the information in the form in advance.
4. When you receive the RMA form, please update all relevant fields with as complete and detailed information as possible, identifying equipment defects, update or modification requests, error repeatability, BIT red out information etc.
Attach a copy of the completed RMA form to the equipment, package properly and ship to the address identified in the RMA form.
5. Upon receipt of the equipment and the completed RMA form, Terma will initiate repair/overhaul/update/modification and will get in touch if necessary.
6. Once the job is done, Terma will return the equipment to the address specified in the RMA form.