



## RMA Policy & Procedure

If an Azulle product is found to be at faulty or verified as malfunctioning, within 1 year of the purchase date, it is entitled to an RMA (Return Merchandise Authorization) claim so it can be repaired or replaced. To begin, you can complete the following steps:

- Contact Azulle through [www.azulletech.com](http://www.azulletech.com) or call 786-233-6769 ext. 1 (Azulle's office hours are Monday – Friday 9AM – 5PM EST.)
- Azulle will provide a link to create an RMA Ticket or you can create the ticket directly at [www.quickrma.com](http://www.quickrma.com)
- Azulle's Customer Support Team will determine if the RMA ticket can be approved.
- If and when your RMA ticket is approved, please return the unit to Azulle:
  - Please return the unit securely packed to avoid damage during the transit.
  - Kindly return the power adapter to ensure that this isn't causing any issues.
  - **Please clearly mark the RMA number on the package.**
  - If your computer is locked with a password, removing the password or providing the password will expedite the return process.
- Once Azulle receives the unit, Logistics will update the RMA Ticket, notify you of the unit's arrival, and reassign it to the IT team for testing.
- The IT team will test the unit and update the RMA Ticket with the testing results.
- The Customer Support Team will update you with the testing results and inform you of the resolution of your ticket.
- Please keep in mind that throughout the RMA process you will receive email notifications with status updates from our Customer Support Team.

Based on the testing results, a solution can be made:

- **If your unit is DEFECTIVE and:**
  - Within the 30-day warranty – you are entitled to a full refund, if requested, or a **NEW** unit will be shipped out and Azulle will cover the shipping fees.
  - Not within the 30-day warranty but:
    - Within a 1-year warranty – you can receive a replacement and Azulle will cover the shipping fees.
    - Not within a 1- year warranty – Azulle can offer you the option to buy a replacement device.
- **If the unit is NOT DEFECTIVE and:**
  - Within the 30-day warranty – you are entitled to receive a partial<sup>2</sup> refund, if requested. Note: a restocking fee of up to 15% can be applied. Or a replacement device can be shipped out and Azulle will cover the shipping fees.
  - Not within the 30-day warranty – unfortunately, a refund is not applicable. You will receive your device back and you will be responsible for the shipping fees.

### Shipping and Handling

- Logistics will pack the replacement, repaired or original unit in a suitable package.
- The RMA number and quantity will be clearly marked on the packing slip.
- You will receive an email notification with the resolution for your RMA ticket along with your tracking number.

Minus the shipping fees as shipping fees are non-refundable.

<sup>2</sup> If the original device was indeed a new device when purchased. Not applicable for used product purchases.