

Return Merchandise Authorization (RMA) Process

1. Service call generated or tech discovers issue on site
2. Tech Identifies faulty equipment
3. Tech swaps equipment
 - Use the correct resolution code. Refer VTT app for details
 - Secure the swapped equipment on work vehicles in a safe location that also protects the equipment from damage or further damage
 - Return the swapped equipment to the local warehouse for processing and shipping the equipment back to Viasat
 - Local warehouse packages defective/damaged equipment

Make sure equipment is protected

1. Use bubble wrap and secure equipment
2. The modem in the box w/ accessories included

3. TRIA Radome protected

4. Do not write on equipment

5. If equipment is customer damaged follow these on-site:

- Tech takes a pic of damaged equipment before removal
- Upload photos to the VTT app
- Make a note detailing the damage

For DTV Partners

– Please contact your local DTV contact

For P10:

1. Login into www.perfect-vision.com

2. Create Return

1. Follow P10 process available [here.](#)

