

Return Merchandise Authorization (RMA) Process

1. Service call generated or tech discovers issue on site
2. Tech Identifies faulty equipment
3. Tech swaps equipment
 1. Use the correct resolution code in FSM, found [here](#)
4. Retailer/Dealer/Tech packages defective/damaged equipment
 1. Make sure equipment is protected
 1. Use bubble wrap and secure equipment
 2. Modem in box w/ accessories included
 3. TRIA radome protected
 2. Do not write on equipment
5. If equipment is customer damaged follow these on-site:
 1. Tech takes a pic of damaged equipment before removal
 2. Uploads photos to work order/FSM
 3. Makes note in FSM detailing damage

For P10:

1. Login into www.perfect-vision.com
2. Create Return
 1. Follow P10 process available [here](#).