



## **Return Material Authorization (RMA) Process**

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This document outlines ViewCast Corporation's Return Material Authorization (RMA) process.

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### **Standard Hardware Warranty Policy**

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The length of a warranty term may differ between product models. Variables that impact warranty term include the country where the product is sold, as well as the type of product sold. ViewCast product warranties cover hardware ONLY. For details please see the specific warranty for your product.

Third-party branded products are warranted by their respective manufacturers and should be contacted directly for warranty service.

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### **Tech Support Contacts**

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If your ViewCast product exhibits signs of failure, you must contact our Customer Support department to verify product failure. The preferred method is to enter the necessary information via the Viewcast website (Go to the "Support" tab then RMA support). You may also send email to [Support@viewcast.com](mailto:Support@viewcast.com). If the ViewCast Customer Support Representative cannot correct the problem and determines that the problem is the result of product failure covered under ViewCast's warranty policy, then an RMA Number will be issued. International end-user customers must contact their Reseller to request an RMA.

Viewcast Website: <http://www.viewcast.com/rmanew.asp>

Osprey Product Phone Support: 972.488.7156

System Product Phone Support: 972.488.7157

Email Address: [support@viewcast.com](mailto:support@viewcast.com)



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## **RMA Information**

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The following information is required to assign an RMA.

- Reseller's name the item was purchased from (if applicable)
- Your Phone Number
- Your Fax Number
- Your Email Address
- Product Model or Part Number (e.g. Osprey 100, Osprey 560)
- Product Serial Number
- Description of Failure or Problem (error codes if applicable)
- System Type and Operating System

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## **RMA Confirmation**

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Requests for RMA are typically processed by close of business the following business day, 5:00 PM Central time. RMA Confirmation will be accomplished by e-mail, fax, or telephone. The RMA Confirmation will include packaging and shipping instructions and the assigned RMA number. This number must be clearly marked on the packaging when the product is returned.

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## **RMA Return Shipment**

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### **Packaging**

Original packaging should be used if available to minimize the potential for shipment damage. Board products must be enclosed in an antistatic bag to avoid ESD (electrostatic discharge) damage.

For board products or small peripheral items generally weighing less than 5 lbs., the customer should use appropriate packing materials that provide a minimum 2" of foam or similar padding protection for all surfaces of the contents.

Computer systems or large peripheral items weighing more than 5 lbs must be shipped in original or equivalent packaging.

If items are damaged during return shipment it will be left to ViewCast's discretion to determine whether or not the product is repairable. Damaged product will not be repaired under the product warranty. Prior to out of warranty repair the customer will



be contacted to approve applicable charges and specify the appropriate payment method.

Please follow these guidelines when returning product to ViewCast:

- Use the products original packaging if still available
- Ship the RMA items via traceable means to the below address
- Write the RMA number on at least two (2) outside surfaces of each return package
- Write RMA number on the Air Waybill or Shipper
- Allow ten (10) business days Turn-Around-Time after receipt of RMA by ViewCast

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## Address

All RMA packages should be shipped to:  
ViewCast Corporation – RMA# \_\_\_\_\_  
1825 Monetary Lane  
Suite 104  
Carrollton, Texas 75006  
972.488.7200

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## Tracking

All RMA returned items must be sent via traceable means. Examples would be UPS, FedEx, or US Postal Service Priority Mail. Be sure to retain the tracking information for your records. The customer is responsible for the product until it is received by ViewCast. ViewCast is liable for the returned item upon receipt of shipment.

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## Delivery Charges

The customer is responsible for paying shipment charges when returning the product to ViewCast. ViewCast will pay for shipment of the repaired items back to the customer. ViewCast ships all domestic U.S. RMA repaired items by UPS Ground (5-7 business days).



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## **RMA Turnaround Time**

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### **Standard**

Within ten (10) business days after receipt of returned parts, the repaired or replacement item will be ready for return shipment. UPS Ground (approximately 5 business days) is the standard method of shipment for U.S. domestic shipments. International Shipments will be sent via FedEx International or Plane Cargo.

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### **Expedited**

If the customer needs resolution within two (2) business days from receipt of returned parts, an expedite fee will be incurred, as follows:

- Board-level products - \$149.00
- System-level products - \$475.00

The customer will also be required to pay expedited shipment charges over and above UPS Ground rates.

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### **DOA Expedited**

Within thirty (30) days of purchase, Dead-on-Arrival (DOA) parts will be repaired or replaced within two (2) working days from receipt of returned parts. No expedited repair or shipment fees will be charged to the customer. Replacement items will be shipped via next-day air for domestic customer or FedEx International Priority for international customers.

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### **Advance Replacement**

For ViewCast products that are currently under warranty ViewCast will offer cross-ship advance replacement products in situations where normal or expedited RMA options would not meet the customer's critical time constraints and ViewCast has the appropriate product in inventory and available for shipment. ViewCast will ship the product no later than the second business day after all administrative process has been completed. The charge for this service will be 28% of the product retail list price from the current end user price list with a minimum charge of \$150.



The product that is shipped to the customer may be new or refurbished but will be certified functionally equivalent to the original product and will be warranted for the remainder of the original warranty or ninety (90 days) whichever expires later.

ViewCast will bill the customer's credit card, then will credit the card when the RMA product is received by ViewCast.

The amount charged to the customer's credit card will be the current list price for the product plus expedited shipment charges over and above standard UPS Ground rates. The credit card will be charged at the time of shipment.

If the returned item is under warranty and received in undamaged condition, a credit will be issued to the credit card, excluding the advancement replacement charge and any expedited shipping charges. If the returned item is found to be out-of-warranty or damaged, the customer will also be charged the price to repair the product. Please reference the Out-of-Warranty repair section for applicable charges. ViewCast must receive the failed item within fifteen (15) business days from the date of the cross-shipment for domestic U.S. customers and thirty (30) days for International customers, or the cross-shipped item is considered purchased. No credits will be issued for items received past these deadlines.

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## **RMA Repair and Test Procedures**

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All items returned under an RMA will be repaired, or at ViewCast's option replaced with either new or factory refurbished parts. If a returned product is determined to be damaged or misused, it will be handled according to the out-of-warranty policy below.

All repaired or replacement parts will have successfully passed the appropriate manufacturing quality assurance test procedures. These are the same tests that are utilized to verify "new build" parts as manufactured by Viewcast.

Out-of-Warranty repaired items carry a ninety (90) day warranty. In-Warranty repaired items are warranted for the remainder of the original warranty or ninety (90) days, whichever expires later.

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## **RMA Closing Procedure**

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If ViewCast has not received the RMA requested items from the customer within thirty (30) days of the RMA assignment date, the RMA will be closed.



ViewCast will not accept any packages without an open, valid RMA number appearing on at least 2 surfaces on the box/packaging and reference to the RMA number on the shipper or air waybill.

Only the specific items listed on the RMA will be accepted. All other items will be returned to the customer at customer's expense.

After return shipment of a repaired/replacement part to the customer, ViewCast will close the RMA.

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## **RMA Out-Of-Warranty**

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A product whose warranty period has expired or which has been damaged or misused may be determined to be out-of-warranty. This includes any operational or performance issue that is deemed by ViewCast to be the result of any additions, changes or modifications to ViewCast software installed on a ViewCast system or appliance product. If your product is determined to be out-of warranty, the following guidelines are applied.

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## **Repair or Replacement**

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At ViewCast's option, an out-of-warranty product may be repaired, have the applicable software reloaded or replaced with new or refurbished parts for a fee. Products that have been damaged or misused may be deemed non-repairable at ViewCast's determination.

Out-of-warranty repaired or replaced items carry a 90-day warranty. All shipping costs for out-of-warranty repaired and/or replaced items are the responsibility of the customer.

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## **Repair or Replacement Fees**

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Out-of-warranty products offered on the current ViewCast End User Price List will be repaired or replaced as determined below.

For Osprey board products a \$125.00 non refundable diagnostic fee is required to determine whether the board can be repaired.



If the product is repairable, the charge for repair will be 25% of the current customer list price. Discontinued Osprey Board products are priced at 33% of the most recent list price. If the product can be repaired and the customer approves the charge the diagnostic fee will be credited towards the repair cost.

For system-level products a \$495.00 non-refundable diagnostic fee is required to determine whether the system can be repaired. System-level products include the following:

- Viewpoint VBX Video Distribution System
- Niagara Streaming Video Encoders
- Niagara Streaming Video Servers

If the product is repairable, the charge for hardware repair will be 22% of the current customer list price. Charges for reloading software only on systems or appliances will be \$795 per system. If the product can be repaired and the customer approves the charge, the diagnostic fee will be credited towards the repair cost. For discontinued systems pricing will be on a custom quote basis.

Issuing an RMA for any product does not guarantee that the product can or will be repaired/replaced.

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## Payment Method

Payment for out-of-warranty repairs can be made as follows:

- By credit card – Visa, MasterCard, American Express, Discover
- Money Order
- Cashier's Check
- Wire Transfer