



Return Material Authorization (RMA)

Rev 1.1

www.mellanox.com

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Table of Contents

1	Overview	4
1.1	Submission of an RMA Request.....	4
1.2	Logistic and Deliveries.....	4
1.2.1	Packing Instructions.....	4
1.2.2	Invoice Data.....	5
1.2.3	DOA Equipment RMA Returning Instructions.....	5
1.2.4	Non-DOA RMA Returning Instructions	5
1.2.5	Shipping an RMA Back to the Customer	6
1.2.6	Advance Replacement RMA (Non DOA).....	6
1.2.7	Shipping Advanced RMA to the Customer	6
1.2.8	Advanced RMA Returning Instructions.....	6
1.2.9	Customer Induced Damages / No Problem Found	7

1 Overview

Dear Valued Customer,

This document describes Mellanox's Return Material Authorization (RMA) process.

1.1 Submission of an RMA Request

Prior to returning your Mellanox Technologies product for replacement or warranty repair, please make certain to first obtain an RMA.

Material Authorization should be obtained by an online form at the following address:

www.mellanox.com (click the "Support" tab and then click the "Returns (RMA)" link)

Once you have entered your company name and contact details, please provide the following information for each item:

- Part Number
- Serial Number
- Problem Description
- DOA (Dead-on-Arrival) – Yes / No

For requests containing more than 5 items, please contact Mellanox Technical Support at: support@mellanox.com or Telephone Number: 1-408-916-0055 (USA).

A Mellanox technical support engineer will contact you to troubleshoot the problem prior to the RMA's issuance.

Upon receipt of the RMA request, Mellanox will validate the Warranty status of the products based on the serial numbers provided and in its discretion issue an RMA number. Once an RMA number is issued, the customer will receive an RMA confirmation letter containing the RMA details and basic shipping instructions.

For urgent cases requiring advanced replacement, please contact Mellanox Technical Support after submitting this RMA Request at: support@mellanox.com or Telephone Number: 1-408-916-0055 (USA).

To check the status of the RMA, please email to: rma@mellanox.com or call Telephone Number: +972 (74) 7237773 Ext. 7773

1.2 Logistic and Deliveries

When returning the product, please follow the instructions below to ensure your delivery arrives in a timely manner and is not damaged in transit.

When returning multiple RMAs, please group and label each RMA separately.

1.2.1 Packing Instructions

Please return the product in its original factory box or similar packaging. The products should be placed in an ESD-protective bag, and secured in the shipping box using bubble wrap or

alternative shipping materials. If more than one item is being sent, please ensure the items are bubble-wrapped individually inside the box.



The customer will be charged for shipping damages resulting from improper packaging.

Please make certain the RMA number is marked clearly on all boxes, packages and accompanying paperwork.

1.2.2 Invoice Data

Please provide the following details:

1. Mellanox Part Numbers
2. Serial Numbers
3. Unit Price/Totals (Invoice Value: should be FMV (Fair Market Value) for such part number or alternatively use the original price from Mellanox invoice originally sent)
4. Value should be in USD
5. Clear description of the goods
6. Invoice must clearly indicate RMA - Returned Goods, & RMA number
7. Invoice will be marked as "N/C" for No Charge

1.2.3 DOA Equipment RMA Returning Instructions

In the following scenario, please follow the instructions below:

1. Prepare an invoice as per instructions mentioned above
2. Mellanox is responsible for any shipment charges and insurance when returning the product to Mellanox. Mellanox will provide the shipper account.
3. Mellanox is responsible for the shipping costs when sending back the repaired/replaced part to the customer.
4. Please email to rma@Mellanox.com the shipping information (Airway Bill/Tracking number) so Mellanox can track the shipment.

1.2.4 Non-DOA RMA Returning Instructions

In the following scenario, please follow the instructions below:

1. Prepare an invoice as per instructions mentioned above
2. Please arrange a pick up by a courier service – UPS, DHL or FedEx (preferred) and ship “PREPAID”, Incoterm: DDU.
3. The customer is responsible for any shipment charges and insurance when returning the product to Mellanox.
4. Mellanox is responsible for the shipping costs when sending back the repaired/replaced part to the customer.
5. Please email to rma@Mellanox.com the shipping information (Airway Bill/Tracking number) so Mellanox can track the shipment.

On receipt of product returned under an RMA number, a Receipt Notification e-mail will be sent to the customer by Mellanox confirming receipt of product and quantities received.

Factory repair RMA's will be valid for 30 days. If faulty units are not received at Mellanox within 30 days the RMA# will be deemed as cancelled

1.2.5 Shipping an RMA Back to the Customer

As soon as the RMA part is repaired /replaced, Mellanox will send back the repaired parts as follows:

1. By Fedex-Priority: Door-to-Door service (Incoterm: DDP – VAT Excluded). Mellanox is responsible for the shipping costs when sending back the repaired/replaced part to the customer.
2. Detailed invoice to show: RMA number, part number, serial numbers & description
3. No Charge invoice with value for customs purpose only (the values listed in the Invoice are just for customs clearance and not for payment)
4. A notification with the Fedex tracking number will be sent to the customer

1.2.6 Advance Replacement RMA (Non DOA)

1. Customer Service department will inform the customer if an ADVANCED RMA is approved.
2. Advanced RMA unit will be shipped to customer within 24 working hours from Mellanox's warehouse to customer premises.
3. Tracking info will be advised to customer for follow-up.
4. Once received the Advanced RMA unit, the failed unit must be send back to Mellanox (according to the RMA procedure) and provide shipping information to assist Mellanox in tracking the shipment.
5. If the RMA product is not received within 30 days after the delivery of the Advance Replacement Mellanox will invoice you for the entire value of the replacement unit.

1.2.7 Shipping Advanced RMA to the Customer

1. Mellanox will ship the ADVANCED RMA to customer by Fedex Priority, "Pre-paid" - Door-to-Door service (Incoterm: DDP – VAT Excluded). Mellanox is responsible for the shipping costs when sending back the repaired/replaced part to the customer.
2. With detailed No-Charge invoice to show: RMA#, part number, serial numbers and description.
3. Pre-alert notice will be sent to the customer upon pick-up by Fedex.

1.2.8 Advanced RMA Returning Instructions

1. Packing instructions: Please see section Packing Instructions on page 4.
2. Invoicing and "Ship-To" Address: Please see section Invoice Data on page 5.
3. Shipping by courier service, "PREPAID", Incoterm: DDU.
4. The customer is responsible for shipment charges when returning the product to Mellanox.
5. Please email to rma@mellanox.com the shipping information (Airway Bill/tracking number) so Mellanox can track the shipment.

6. Return of Advanced RMA by the customer is due in 30 days after the delivery of the Advance Replacement.

1.2.9 Customer Induced Damages / No Problem Found

If any returned products after examination are determined by Mellanox to be No-Problem-Found (“NPF”), or damaged while in transit or due to improper use or installation, a Repair Services / NPF Quotation will be returned to you by email. Mellanox in its sole discretion will determine if repair of the returned product is feasible. The minimum Repair Services / NPF Fee is \$150 USD per HCA or \$300 USD per Switch or Switch FRU. The Repair Services / NPF Fee does not include the cost of return shipping.