

RMA Support for meldCX Hardware

MAY 2022

meldcx™

Document Overview

meldCX commits to having its products free from material defects during the warranty period. In any case, a product is defective in terms of material or design during the warranty period from the date of original purchase, meldCX will, repair or replace the product with the same or similar product.

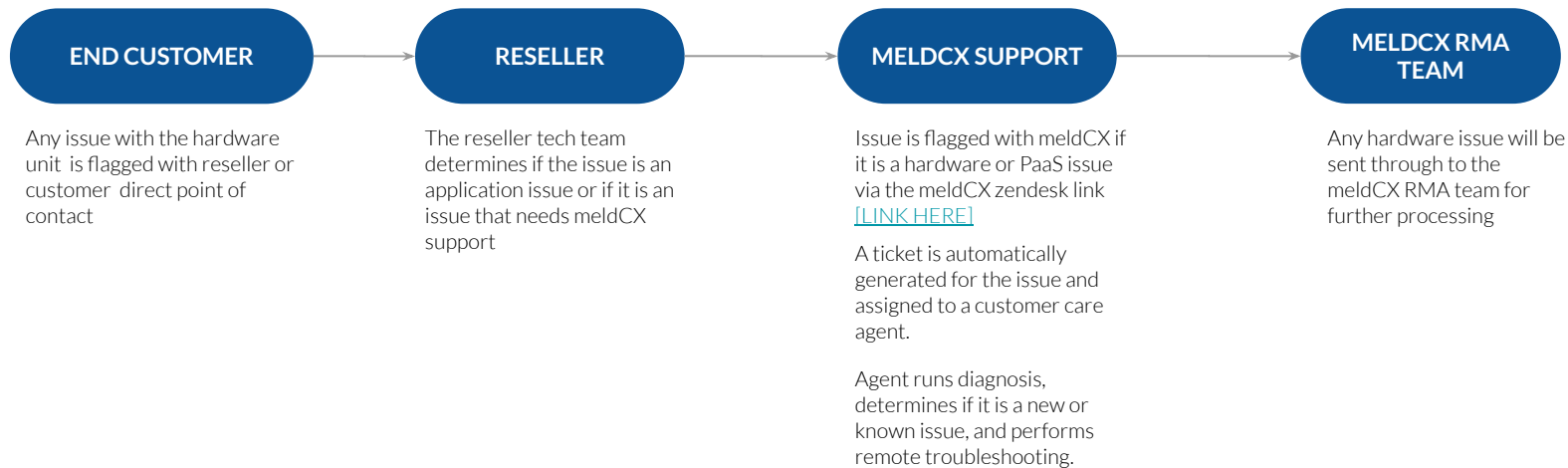
This document will lay out information required for both teams and outline the relevant support and RMA processes.

This document will contain information on:

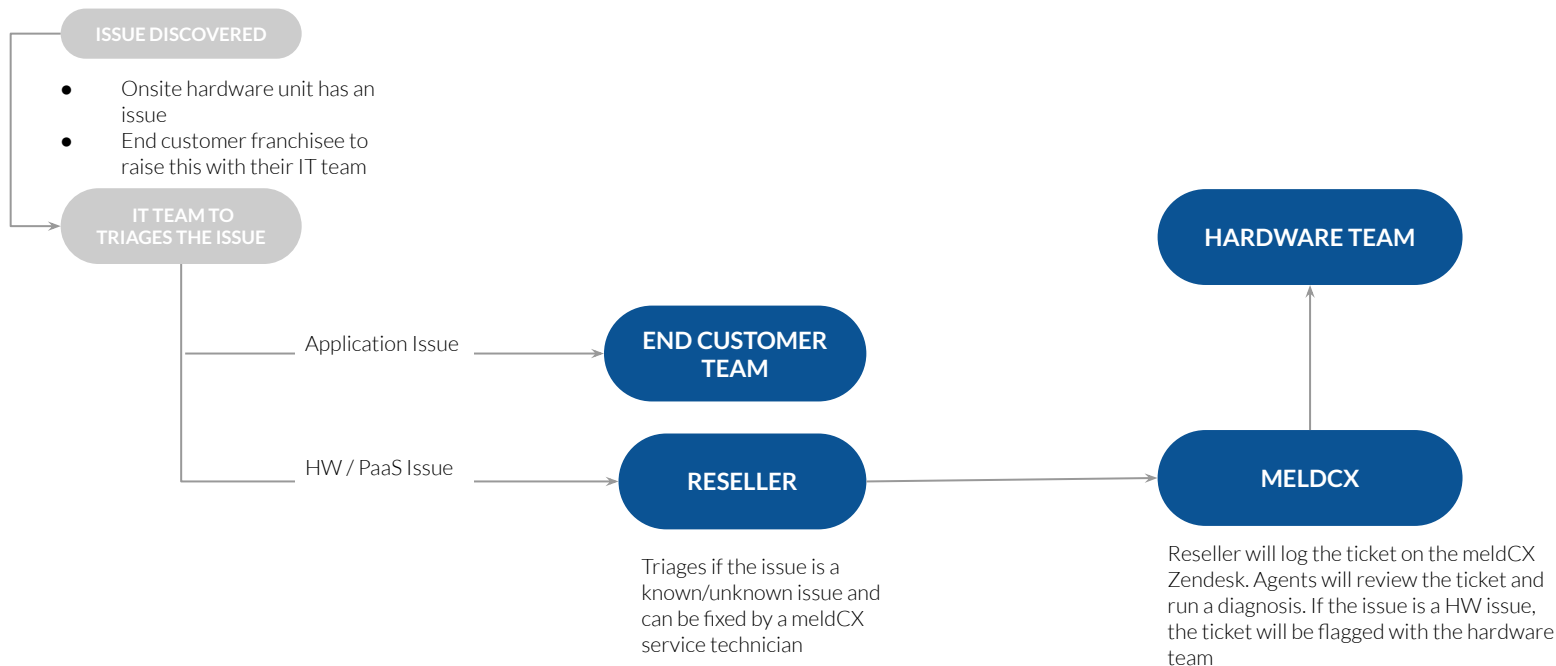
- Support Workflow between Customer & meldCX
- Dead on arrival (DOA)
- Shipping Cost
- meldCX Standard RMA process

Please see our detailed Terms of Sale here [\[LINK\]](#)

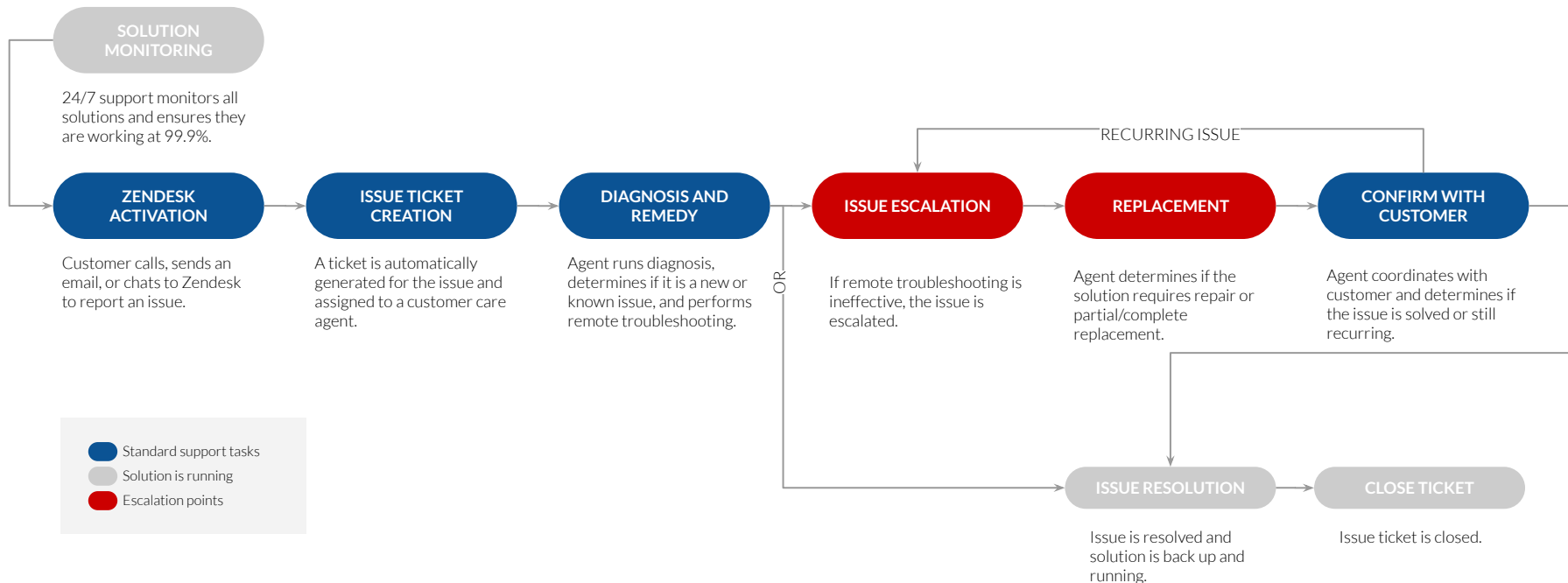
Responsibility Mapping



High Level Responsibility Workflow



High Level Workflow [End Customer to meldCX]



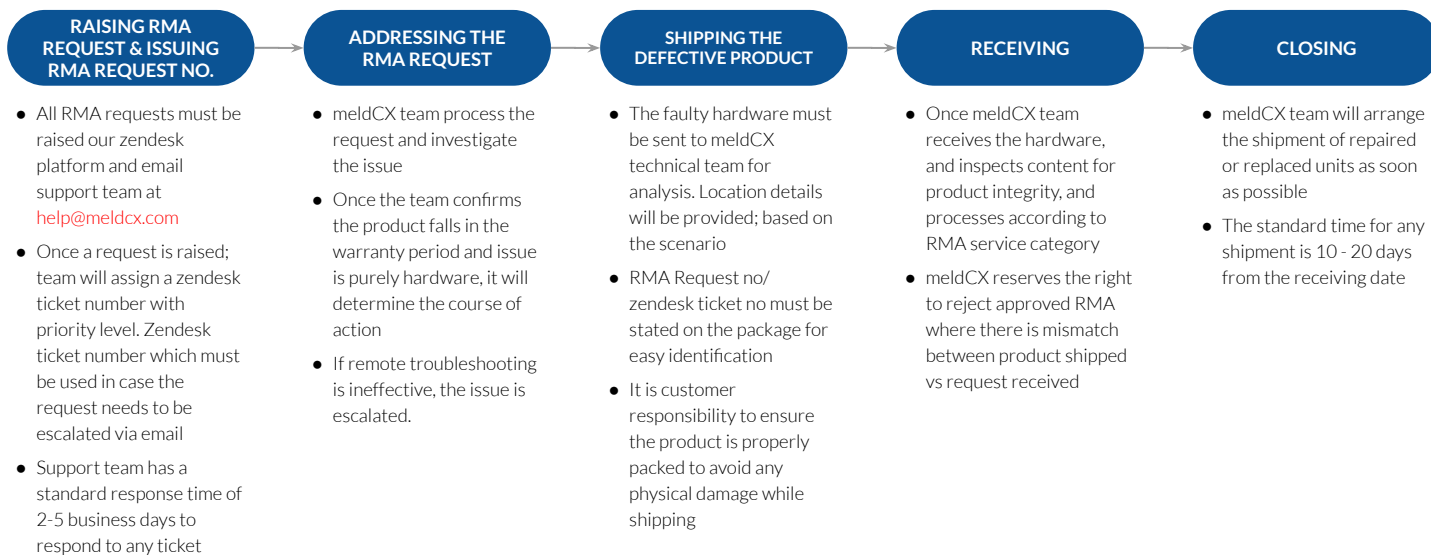
DOA (Dead on arrival)

- Any meldCX hardware defect on arrival should immediately be reported to the meldCX team via email. Please get in touch with meld sales and operation team at help@meldcx.com
- Team will decide based on the scenario whether to provide new hardware or to be returned for credit based on the original invoice price
- In DOA scenarios, all accessories must be shipped in their original packaging along with the actual product. Any missing accessories or package material will incur an additional fee
- For scenarios where hardware is shipped via a reseller , please contact your respective point of contact for further action

Shipping Cost

- All transport costs associated with the shipping faulty equipment will be borne by the Customer. It is the sole responsibility of the customer to ensure the product is delivered safely to meldCX. meldCX will not be responsible for any loss or damage in transit
- meldCX will cover cost associated with shipping repaired or new product from meldCX to the reseller. meldCX will be responsible for all risks of loss or damage during transit
- In no scenario will meldCX be responsible for paying any import/ customs duties, costs associated with international customs clearance

meldCX Standard RMA Procedure



Warranty Exclusions

- The hardware warranty is only valid for the original buyer and not transferable
- Any damage caused by improper usage, handling, transportation during the return of products to meldCX or authorized service providers
- Damage due to any repair not performed by meldCX authorized agents/technicians



meld CXTM

Just imagine what we can create together

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