

# CUSTOMER SERVICE: RMA PROCESS AND SLA



## SHIPPING LOGISTICS - PREPAY & CHARGE OPTIONS

### 1. FEDEX

- Economy 2-3 day air
- Priority overnight
- Priority 1st overnight AM delivery

### 2. UPS

- Standard Ground 5-10 day
- 3-day
- Expedited 2-day
- Express Saver overnight
- Express overnight

### 3. PUROLATOR (CANADA only)

- Ground
- Air

### 4. FREIGHT FORWARDERS

- DVS/Panalpina
- Crane Worldwide Logistics
- CIVA
- DHL

## 1 Purpose

The purpose of the RMA Policy & Procedures is to ensure fast, effective, and fair service to Delta Controls Partners.

## 2 Scope

This document describes the policies and procedures that apply to products manufactured by Delta Controls and to third-party peripheral products.

**Please Note:** The policies and procedures for Delta Products and Peripheral products are different. In addition, within the peripheral products, the policies and procedures may vary according to the manufacturer of the individual product.

This document contains information on the following topics

- 1 **Purpose**
- 2 **Scope**
- 3 **Delta Controls Product Return Policy & Procedures**
  - 3.1 Delta Products Limited Warranty Policy
  - 3.2 Lost or Stolen Product Policy
  - 3.3 Delta Products Credit Policy
  - 3.4 Non Warranty Service & Special Conditions for Delta Products
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    - 3.4.3 Write-Off
    - 3.4.4 Additional Information Request (AIR)
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  - 3.5 RMA Returns Procedure
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    - 3.5.5 Backup your Data
    - 3.5.6 Shipping Products to Delta Controls
    - 3.5.7 Service Reports
    - 3.5.8 Return Shipping
- 4 **Advanced Replacement for Delta Controls Product**
- 5 **RMA Returns Policy & Procedure for Peripheral Products (PPG)**
  - 5.1 Peripheral Product Credit Policy
  - 5.2 Peripheral Product Limited Warranty Policies
  - 5.3 Advanced Replacement for Peripheral Product (PPG)

## 3 Delta Controls Product Return Policy & Procedures



A Delta Group Company

17850 - 56th Avenue, Surrey, British Columbia. V3S 1C7 Telephone: (604) 574-9444 ext 8477

**Material Return and Trouble Report**

RMA #: \_\_\_\_\_ (Supplied by Delta) \*Date: \_\_\_\_\_

<p><b>*Your Company:</b> _____</p> <p><b>*Return Address:</b> _____          _____          _____</p> <p>Case # or KBA#: _____ Delta CS Tech: _____</p> <p><b>*Shipping Method:</b> _____</p> <p>Shipping Speed: <input type="checkbox"/> Low Cost <input type="checkbox"/> Rush/Overnight  <input type="checkbox"/> Default <input type="checkbox"/> Use my Account: _____</p>	<p><b>*Your Name:</b> _____</p> <p><b>*Phone No.:</b> _____</p> <p>Fax No.: _____</p> <p><b>*Email:</b> _____</p> <p>Field Tech Name: _____</p> <p>Project/Job: _____</p> <p>Purchase Order: _____</p>
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<b>*Product:</b> _____		Rev: _____	<b>*Serial #:</b> _____		
<b>*Problem:</b> (Steps taken to isolate the problem to this unit)					
<b>*Action:</b> <input type="checkbox"/> Repair <input type="checkbox"/> Credit <input type="checkbox"/> Upgrade (Under 6 Months)		<b>Failure Mode:</b> <input type="checkbox"/> During Operation <input type="checkbox"/> During Startup <input type="checkbox"/> During Installation <input type="checkbox"/> Failed out of box		Invoice # for Credit & all PPG: _____	Upgrade FW to: <input type="checkbox"/> Latest V: _____ <input type="checkbox"/> Other: _____

<b>*Product:</b> _____		Rev: _____	<b>*Serial #:</b> _____		
<b>*Problem:</b> (Steps taken to isolate the problem to this unit)					
<b>*Action:</b> <input type="checkbox"/> Repair <input type="checkbox"/> Credit <input type="checkbox"/> Upgrade (Under 6 Months)		<b>Failure Mode:</b> <input type="checkbox"/> During Operation <input type="checkbox"/> During Startup <input type="checkbox"/> During Installation <input type="checkbox"/> Failed out of box		Invoice # for Credit & all PPG: _____	Upgrade FW to: <input type="checkbox"/> Latest V: _____ <input type="checkbox"/> Other: _____

<b>*Product:</b> _____		Rev: _____	<b>*Serial #:</b> _____		
<b>*Problem:</b> (Steps taken to isolate the problem to this unit)					
<b>*Action:</b> <input type="checkbox"/> Repair <input type="checkbox"/> Credit <input type="checkbox"/> Upgrade (Under 6 Months)		<b>Failure Mode:</b> <input type="checkbox"/> During Operation <input type="checkbox"/> During Startup <input type="checkbox"/> During Installation <input type="checkbox"/> Failed out of box		Invoice # for Credit & all PPG: _____	Upgrade FW to: <input type="checkbox"/> Latest V: _____ <input type="checkbox"/> Other: _____

<b>*Product:</b> _____		Rev: _____	<b>*Serial #:</b> _____		
<b>*Problem:</b> (Steps taken to isolate the problem to this unit)					
<b>*Action:</b> <input type="checkbox"/> Repair <input type="checkbox"/> Credit <input type="checkbox"/> Upgrade (Under 6 Months)		<b>Failure Mode:</b> <input type="checkbox"/> During Operation <input type="checkbox"/> During Startup <input type="checkbox"/> During Installation <input type="checkbox"/> Failed out of box		Invoice # for Credit & all PPG: _____	Upgrade FW to: <input type="checkbox"/> Latest V: _____ <input type="checkbox"/> Other: _____

\* Indicates required fields

Email forms to: [rma@deltaccontrols.com](mailto:rma@deltaccontrols.com) or Fax from to (604) 574-7793.

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**Do it right.**

April 27, 2018

### **3.1 Delta Products Limited Warranty Policy**

Products manufactured by Delta Controls are warranted to be free from defects in workmanship and material for a period of twenty-four (24) months from the date of shipment to the Delta Partner.

The Delta Controls RMA Service Department must be notified and an RMA number issued prior to the expiration of the 24-month period.

Delta Controls will provide, without charge, parts and factory labour to remedy any defect or to replace a defective component at our discretion.

Any claim made pursuant to the Limited Warranty must be made in writing and received by Delta Controls within thirty (30) days after discovery of the defect.

The warranty is contingent upon the proper installation, use and maintenance of the products and will be void in the event of any unauthorized repair, disassembly, or any modification other than normal modifications that are described in Delta's guidelines and/or specifications.

The Limited Warranty does not cover any adjustment, repair, or replacement that may be required because of

- accident.
- unusual physical, electrical, or electromechanical stress.
- lightning strike.
- neglect.
- misuse.
- failure of electrical power, environmental air conditioning, humidity control, transportation, or rotating media not manufactured by Delta Controls.
- the operation with media not meeting or maintained in accordance with Delta's guidelines and/or specifications.
- acts of God.
- any other causes resulting from other than ordinary use.

The Delta Partner will promptly return to Delta Controls, freight prepaid, any component of any product that has failed during the warranty period. If examination reveals any manufacturing defect, Delta Controls, at our discretion, will either repair or replace the component and return it to the Delta Partner, freight prepaid.

Products serviced by Delta Controls RMA department are warranted to be free from defects in workmanship and material for a period of sixty (60) days from the date of repair.

After the warranty period, Delta Controls will continue to provide support/repair service for all manufactured products for a period of not less than ten(10) years from the date of sale. If the product cannot be repaired, Delta will supply (at Partner cost) a functionally compatible product that is equal or equivalent.

### **3.2 Lost or Stolen Product Policy**

Delta Controls Inc is not responsible for lost or stolen products. If a product is lost or stolen please make a claim through your insurance company and purchase replacement products following the standard ordering procedure.

### 3.3 Delta Products Credit Policy

Products to be returned for credit must meet the requirements and follow the procedure listed below.

- All requests for return must include the number of items, as well as the serial number for each item being returned.
- Delta Controls charges a restocking fee of 15% for items returned unopened in their original packaging and returned within six months of purchase.
- Any item that have been opened and removed from their original packaging will be subject to a restocking fee of 20%. In addition, any parts and labour required for testing and repair will be charged against the credit. To avoid additional charges, ensure that all connectors are included.
- Returns after six months of purchase will not receive credit.
- A service report detailing the parts and labour costs being charged against the credit will be sent to you. This is only a breakdown of servicing costs and does not reflect restocking charges. The Delta Controls RMA Service Department can be contacted for the status of the credit and we will inform you when the item(s) have been approved for credit.

### 3.4 Non Warranty Service & Special Conditions for Delta Products

#### 3.4.1 Minimum Service Charge

All non-warranty repairs will be subject to a minimum of ½ hour labour charge per item, with no less than ½ hour labour charge per RMA, to cover handling expenses, paper work, testing and shop supplies. To inquire about current labour rate contact Delta RMA. See section [3.5.1](#) on how to [Contact Delta Controls RMA Service Department](#).

#### 3.4.2 Water Damage

Water damage corrodes traces and component leads. Each component affected by water damage must be removed, the PCB cleaned, new components installed, and any traces repaired. This procedure is very costly due to the parts and the labour involved. In most cases, if the corrosion has eaten through pads or traces, or if the damage affects more than 25% of the surface area of the product, it is considered a "write-off" and will not be repaired.

#### 3.4.3 Write-Off

If the cost to repair an item is estimated to exceed approximately 50% of the replacement costs, or if it is determined that even after repair, the item may not work reliably, then the item will be considered "beyond repair," i.e., a write-off.

No labour or parts charges will apply to write-off items. In this case, you will be sent a *Write-Off Report*, listing which products are deemed "beyond repair" and asking you to decide what you want done with the write-off item. At your instruction, Delta Controls will either return the item at your cost or recycle it free of charge.

If we have not received your response within five working days, we will return the product. Shipping charges will apply.

#### 3.4.4 Additional Information Request (AIR)

When a problem description is not given, a given problem could not be duplicated or when more information is needed you will be sent an *AIR Report*. We request that you provide any additional information that may help us to reproduce the problem including what was done to trouble shoot the unit on site, if you spoke Delta Technical Services; your case number.

It is recommended that hard to duplicate problems be consulted with Delta Technical Services prior to sending them on a RMA to Delta.

In the interest of time, Delta RMA will not do testing outside the standard tests to duplicate a specific problem unless specific information or direction is provided showing how to reliably duplicate a problem.

If we have not received your response within five working days, we will return the product without further testing or investigation. Shipping charges may apply.

#### 3.4.5 Backorders

This condition may occur if an RMA has several products returned and one cannot be immediately repaired due to the temporary unavailability of replacement parts. In that event, Delta Controls will assign a new RMA number to that item and return the repaired products to you immediately. When the backorder item is repaired, it will be sent with your next shipment.

#### 3.4.6 Estimates

**Repairs** Due to the complex nature of most items, it is impossible to accurately estimate the price of a repair – normally, the cost is not known until the repair is completed. If an estimate of cost is essential before an item can be repaired, then a “ball park” figure may be given, but it is in no way to be perceived as a guarantee of the final repair cost. Delta Controls would prefer that you provide a limit for repair costs, for example, “if repair for this item exceeds \$200, consider it a write-off.”

**Software Key Upgrades** The RMA Service Department can give estimates on upgrades for any Software Keys.

### 3.5 RMA Returns Procedure

#### 3.5.1 Contact Delta Controls RMA Service Department

There are three ways to contact us:

- email (preferred method) [rma@deltacontrols.com](mailto:rma@deltacontrols.com).
- telephone (604)574-8477.
- fax (604)574-7630.

#### 3.5.2 Complete the Material Return & Trouble Report

**RMA Request by Email or Fax** When requesting an RMA by email (preferred method of contact) or by fax, please use the Material Return & Trouble Report. Copies of this form is available in both MS Word and Acrobat pdf formats from the Delta Support site at <https://support.deltacontrols.com> (password required) by clicking on the “RMA Department” link on the left pane.

**RMA Request by Telephone** When requesting an RMA by telephone, our RMA Service Department requires the following:

- Delta Partner name.
- shipping address and shipping method.
- your project or PO# (for billing)

For each product, our RMA Service Department requires:

- model number and product name (e.g., DAC-633 R3).
- serial number (e.g., 21460/0014).
- action required (repair, upgrade, or return for credit).
- complete description of the problem.
- firmware upgrade version number (if applicable).

### **3.5.3 RMA Confirmation**

We will take all your information, and then email you an RMA confirmation and a new Material Return & Trouble Report to printout.

### **3.5.4 Review the Report**

Review the Material Return & Trouble Report and include a copy of it with the products you are returning. This will ensure that the products will be received and processed as quickly as possible.

### **3.5.5 Backup your Data**

The databases of all returned panels and the user settings on controllers may be erased during service. Please ensure that a backup is made before shipping and that the jumper settings and necessary setup parameters are recorded. All of these things may be restored to factory default settings.

### **3.5.6 Shipping Products to Delta Controls**

Ship materials prepaid to the address shown in the RMA Confirmation. The packaging and packing slip should be clearly marked with the RMA number(s). Be sure to include a copy of the Material Return & Trouble Report for all RMAs. Please avoid the use of packing peanuts as they are not recyclable.

### **3.5.7 Service Reports**

Once the materials have been processed and repaired, two service reports will be sent

- the Service Report, sent with the returned materials, does not display any pricing information, since the products may be returned directly to your customers.
- the Summary Service Report, sent with your invoice, lists the associated costs of each item.
- the Detailed Service Report, can be requested by email, lists all parts used and costs.

### **3.5.8 Return Shipping**

Warranty materials are shipped prepaid. Non-warranty materials are shipped collect. If warranty and non-warranty materials are shipped together, the heavier of the two will be the deciding factor.

## 4 Advanced Replacement for Delta Controls Product

It is the policy of Delta Controls to provide advanced replacements to ease the process for partners, such as for product recall, or as the result of a shipment or manufacturing error for resolving circumstances outside the standard Delta warranty.

Advanced replacement simplifies the physical replacement of product, that is, partners do not have to return the original product before receiving the new one, as they must for all other types of product replacement.

The procedure for an Advanced Replacement closely follows the usual RMA process, except that a PO number is required and an invoice will be issued for the products sent out on the Advanced Replacement.

In order for RMA to issue an advanced replacement **one** of the following requirements must be met:

- You have a Delta product that is within the warranty period and is defective, you do not have a service replacement for, and it cannot be removed from site that requires immediate replacement.
- You have a software key that cannot be removed from site that needs to be replaced or upgraded.
- You have been contacted by Delta Controls and have been instructed to follow this process.

When an advanced replacement has been authorized, the RMA Department will issue two RMA Numbers - one for the replacement product and one for the Advanced Replacement Return.

Enclosed in the AR shipment will be a copy of the Advanced Replacement Summary. This will show the replacement RMA number and the return RMA number. When returning to Delta please use the return RMA number and include this form with the product.

An invoice will be issued for the full price of all products sent out on the advanced replacement. Once the advance return is received it will be evaluated by our technicians and repaired if necessary. If the repair is due to a warranty issue then you will receive full credit but if the repair is not warranty related then you will receive credit less the repair cost. If the unit is beyond repair (physically damaged) or you do not return the item then you would not receive credit and the Advance Replacement invoice would be payable.

AR's must be returned within 60 days to avoid interest charges. Items returned after 90 days will be subject to a 20% restocking charge. After 6 months, not returns will be accepted and the invoice will be fully payable.

When requesting an Advance Replacement please provide a PO#, your shipping address, preferred speed of delivery (ground or overnight), product name, product serial number and firmware required.



## **5 RMA Returns Policy & Procedure for Peripheral Products (PPG)**

Installing Delta Controls products requires that a certain amount of peripheral products are also installed. As a service to our partners and to obtain optimum pricing, Delta Controls combines the demand of all our partners for peripheral products and we pass that cost saving on to you. In order to:

- maintain the cost effectiveness of the peripheral products program,
- provide the best technical support for these products,
- improve the turn-around time for peripheral returns

PPG RMAs require Delta Controls involvement; when requesting an RMA please provide the Delta part number (6 digits), the invoice number, reason for return and condition of the product.

### **5.1 Peripheral Product Credit Policy**

You may be able to return unused peripheral products for credit, less a restocking charge depending on the policy of the vendor. Typically returns can be made within 30 days of purchase with a 30% restocking charge. When requesting an RMA please provide the Delta part number (6 digits), the invoice number, reason for return and condition of the product.

Please note that various vendors have longer lead times than you may expect. Service and response times are not controlled by Delta and can be unreasonably long in some instances. We will continue to follow up with vendors on a regular basis to ensure your request is processed.

### **5.2 Peripheral Product Limited Warranty Policies**

Manufacturers vary in the warranties they offer on their products. To request warranty documentation for a particular manufacturer/item; email [rma@deltaccontrols.com](mailto:rma@deltaccontrols.com).

### **5.3 Advanced Replacement for Peripheral Product (PPG)**

Delta Controls does not offer Advanced Replacements for Peripheral Products (PPG).

# PRODUCT WARRANTY



## **DELTA CONTROLS INC. PRODUCTS**

Products manufactured by Delta Controls Inc. and VFDs manufactured by Delta Electronics are warranted to be free from defects in workmanship and material for a period of twenty-four (24) months from the date of shipment to the Delta Partner.

## **DELTA ELECTRONICS PRODUCTS**

Variable Frequency Drives manufactured by Delta Electronic (DE) are warranted to be free from defects in workmanship and material for a period of twenty-four (24) months from the date of shipment to the Delta Partner. All other DE products are warranted to be free from defects in workmanship and material for a period of twelve (12) months from the date of shipment to the Delta Partner.

## **FIELD DEVICE VENDOR PRODUCTS**

Warranties will be processed in accordance with the respective Field Device manufacturers' warranty periods and policies.

See RMA policy for further details.