

RMA POLICY

This Document outlines Rhino Equipment's Return Materials Authorization Policy. This document supersedes all previous versions of this document.



Warranty:

RHINO EQUIPMENT CORP warrants that its products are free from defects in material and workmanship. Subject to the conditions and limitations set forth below, Rhino will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by Rhino on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. This warranty does not cover any damage to this product that results from accident, abuse, misuse, natural or personal disaster, or any unauthorized disassembly, repair, or modification.

For details and Limitations of Rhino's Warranty please visit: <http://rhinoequipment.com/warranty.html>

Tech Support:

If you believe your product to be damaged or defective you must contact one of our Technicians for a proper determination and troubleshooting. Troubleshooting may require root SSH access, please have a public facing IP address with port 22 tunneled to the appropriate system and the root password ready. If the issue cannot be resolved by phone, your representatives will issue an RMA for replacement or repair based on this policy and the products warranty.

Rhino Equipment will not issue an RMA for product returns/refunds, these must go through the company from which you purchased the product.

EMAIL: support@rhinoequipment.com

TOLL FREE: 1-877-RHINO-T1 Option 2 on the IVR

RMA INFORMATION

The Following Information is needed to properly assign an RMA.

- Where the product was purchased.
- When the product was purchased.
- The product Serial Number.
- The product Model or part number.
- A full description of the failure including any information to help reproduce the issue.
- Your Name.
- Your Company Name.
- Your contact Number including an extension.
- Your full shipping address including suite numbers.
- Your Email Address.
- In some cases a valid credit card.

RMA Product Handling

All items should be properly packaged in original packaging when available. If the original packaging is unavailable proper measures should be taken to ensure the product does not incur any incidental damage while in transit. All PCI cards and modules should have proper ESD protection.

Return Address

All RMA's and repairs should be sent to:

Rhino Equipment Corp- RMA#_____

Attn: RMA DEPARTMENT

8240 S. Kyrene Road

Suite 107

Tempe, AZ. 85284 USA

Shipping:

All replacements shipped within the United States will ship via UPS standard 2 day. International shipments may take 5-7 days due to customs and shipping restrictions. Both domestic and international shipments can be expedited at the customers expense.

The customer is responsible for shipping to us on repairs. Additional damage caused by improper packaging will be the customers responsibility please package appropriately.

Rhino will pay for all standard shipping for warranty related RMA's. Domestic customers will receive a return label, This label must be used to return the item for proper tracking. International Customers are responsible for the customs paperwork involved in returning. Please contact Rhino at 1-877-Rhino-T1 to obtain the account information required for return billing. Rhino does NOT accept COD's

Turnaround times are measured as business days and exclude weekends and US holidays. For repairs the turnaround times will vary based on the customers shipping method and the extent of the repair.

All returns must be sent within 7 days to prevent billing for both items.

Tracking

Customer's shipping items back for repair should obtain a tracking number from their shipper. Item's shipped from Rhino will have a tracking number within 1 business day. There may be a delay in the shipper's tracking system so tracking numbers should be simply used as a general reference.

Expedited Service

The fees incurred for expedited/overnight service will be determined on a case-by-case basis. These fees are based on the actual cost difference between standard and overnight shipping and vary by shipment zone. The fees may be waved for DOA products at the discretion of Rhino.

Repairs

Repair cost will be determined by inspection and quoted to the end user before any repair work is done. A diagnostic fee may apply if the repair work is refused.