



## Return Policy

A Return Material Authorization (RMA) number is required for all products returned to ADTRAN. Depending on the eligibility of the product, ADTRAN offers the following treatment of defective product:

- Repair RMA – customer returns the product for repair, and ADTRAN repairs it and returns it to the customer.
- Advance Replacement RMA – ADTRAN ships a replacement product, and the customer returns the defective product.

### Eligibility for RMA

- In-Warranty – standard ADTRAN Warranty normally entitles the original owner to ship the product to ADTRAN for free repair. Some ADTRAN product warranties include NBD Advance Replacement. See the [ADTRAN Warranty](#), specific product documentation, or the [Warranty](#) section of the ADTRAN website for more details.
- Service Plan – ADTRAN offers service plans which may include Advance Replacement within a prescribed SLA. For more information on the services available from ADTRAN, please see the [Services](#) section of the ADTRAN website. To determine if a particular serial number is under a service plan, enter it on a new [support case](#) and click Validate.
- Out-of-Warranty – ADTRAN will evaluate and may offer repair of ADTRAN equipment beyond the expiration of the warranty. Fees are charged for evaluation, and for repair of out-of-warranty ADTRAN products.
- Dead-on-Arrival or Out-of-Box-Failure – ADTRAN offers advance replacement for products deemed defective upon first use according to the terms of the [ADTRAN Warranty](#).

### RMA Required Information

1. Serial number of the product. If not a serialized product, [open a support case](#) to obtain an RMA.
2. Billing information including contact name, phone and email, company, address, city, state, zip
3. Shipping information including contact name, phone and email, company, address, city, state, zip
4. Method of payment for potential fees – a purchase order may be submitted if the submitter has a billing account established with ADTRAN, otherwise a credit card is required.

### Warranty Repair RMA

To obtain a warranty repair, submit an RMA via the website at [www.adtran.com/submitRMA](http://www.adtran.com/submitRMA). An account must be established before the first use of this utility. This account can be created by emailing the required information from #2 and 3 above to [RMArequest@adtran.com](mailto:RMArequest@adtran.com). The email address registered for RMA creation must be the same as the email address used to login to [www.adtran.com](http://www.adtran.com).

**An Advance Replacement RMA CANNOT be issued via [www.adtran.com/submitRMA](http://www.adtran.com/submitRMA).**

### Advance Replacement RMA

To claim an Advance Replacement, a case must be opened with ADTRAN Technical Support in order to verify eligibility for advance replacement and the cause of failure. This includes failed-in-service, dead-on-arrival and out-of-box failures. To obtain this



verification, open a support case at [www.adtran.com/submitcase](http://www.adtran.com/submitcase). **An Advance Replacement RMA CANNOT be issued via [www.adtran.com/submitRMA](http://www.adtran.com/submitRMA).**

### **RMA Communication**

Shortly after RMA creation, an email is sent containing the RMA number, plus instructions for packaging and shipping the failed unit to ADTRAN. In the case of Advance Replacement RMAs, which must be created by ADTRAN personnel, the email will include pertinent information about the replacement shipment. For Repair RMAs, emails are sent when the RMA is created, when the unit is received, when a unit is tested (if found to have physical or environmental damage), and when the unit is returned.

### **Turnaround Time**

Advance Replacement: Under a Service Plan - SLA provided in the plan details (normally 4 hours or Next Business Day (NBD)

DOA, OOB NBD, subject to inventory availability

Under NBD Warranty NBD, subject to inventory availability

In-warranty repair: 28 business days

Out-of-warranty repair: 60 business days

Failure Analysis: 90 business days

(Failure Analysis may be requested by the ADTRAN engineer or the customer.)

### **Fees**

All fees listed below apply to each unit returned, and will apply separately to components not original to a returned system.

- NTF – No Trouble Found fees in the amount of \$75 per item returned, including components, for any item that passes all functional tests upon arrival at ADTRAN.
- OOW – Out of warranty fees in the amount of \$75 for handling plus 10% of the current list price. The \$75 fee is non-refundable and covers the cost of receiving and testing the equipment and assessing whether it can be repaired, and for return shipment or environmental disposal (at your request). The out-of-warranty repair fee of 10% of list price will be assessed only if a successful repair is completed.
- Non-return fee – A fee equal to the current list price of the product will be billed against the credit card or purchase order number provided if the unit replaced by Advance Replacement RMA is not returned to ADTRAN within 30 days.

### **RMA Fee Quote**

You may open a support case at <http://www.adtran.com/submitcase> and include all required information above to obtain a quote for an out-of-warranty RMA or to obtain an official quote for potential NTF fee if required by a company to produce a PO number. The PO will not be used if no fees apply.

### **Product Disposal**

During the process to open a repair RMA, ADTRAN offers the selection of an appropriate disposal method for unrepairable items. The customer may elect to have the product returned to the shipping address provided, or to have the product disposed by ADTRAN in accordance with [ADTRAN Environmental Policy](#).



#### **FAQ:**

#### **How do I create an RMA?**

For Repair RMAs, in or out of warranty: [www.adtran.com/submitrma](http://www.adtran.com/submitrma)

For Advance Replacement RMA requests: [www.adtran.com/submitcase](http://www.adtran.com/submitcase)

RMA questions not listed: [rmarequest@adtran.com](mailto:rmarequest@adtran.com)

#### **Who pays shipping?**

For in-warranty and out-of-warranty repair RMA or advance replacement, the customer pays shipping to ADTRAN, and ADTRAN pays shipping back to the customer. For DOA or OOB, ADTRAN will pay for shipping both directions. For service plan customers, this depends on the details contained in the service offering.

#### **How should I package my return?**

Please prepare the products to prevent damage in shipping! Wrap products thoroughly to prevent crushing, breaking, or infiltration by liquids during shipment. Physical damage voids the warranty. Physically or environmentally damaged products will not be repaired. Make sure the RMA number is visible outside the package and included inside the package.

#### **Where do I ship my return?**

The repair facility may vary, so the return shipping address will be provided by email shortly after the RMA is created.

#### **What happens if I return a product without an RMA number?**

ADTRAN will attempt to determine any applicable RMA number for the serial number of the returned product. If not found, ADTRAN may, at its discretion, return the item unopened, or dispose of the item.

#### **How do I check the status of my RMA?**

For repair RMA, log into the ADTRAN website, using the same email address associated with the RMA, [www.adtran.com/rma](http://www.adtran.com/rma), then click View RMA Status. This status will not be available until the unit has been checked into the repair department at ADTRAN.

For advance replacement RMA, log into the ADTRAN website, using the same email address associated with the support case, [www.adtran.com/srp](http://www.adtran.com/srp) and check for a tracking number and ETA.

#### **Why am I being asked for a Purchase Order number?**

All RMAs have potential fees attached. For any repair RMA, there is some possibility that an NTF (no-trouble-found) fee will apply. If the failure has been verified by an ADTRAN technical support engineer (via [support case](#)), no NTF will apply and no method of payment will be requested. For advance replacements, if the failed unit is not received at ADTRAN within 30 days of shipment of a replacement unit, a fee is charged for non-return.

#### **What happens if my product is damaged by lightning, in shipping, or some other circumstance?**

The ADTRAN warranty and most service plan replacement deliverables are void if a product has clear environmental or physical damage upon arrival at ADTRAN. If the product remains repairable in the estimation of ADTRAN Global Repair Services, an email will be sent requesting approval for an out-of-warranty repair, and a method of payment if not originally provided. If the product cannot be repaired, it will be destroyed by ADTRAN in accordance with [ADTRAN Environmental Policy](#), or returned



to the customer (as instructed). ADTRAN will provide a quote for replacement or repair as requested by the customer in support of any resulting insurance claim. To obtain a quote, [open a support case](#) and include the serial number of the damaged item(s).