

IMPORTANT:

The Terms used in this Procedure are defined in the Fathom Systems 'Warranty Agreement – Standard Terms and Conditions' document FSQA0078 Rev. 01.

Conditions of any Warranty Agreement are also clearly detailed within the FSQA0078 Rev. 01 document.

Please refer to FSQA0078 Rev. 01 when reading this Procedure.

1 Goods supplied by Fathom Systems are defective, faulty or are identified as requiring service or repair.

2 Contact Fathom Systems via the online Help Desk system and request assistance. Your Help Desk Ticket will be processed by Fathom personnel who will provide remote assistance to help you rectify the problem at your location. You will need to provide the following information:

- Part number & description of the defective / faulty Goods
- Serial number(s) of the defective / faulty Goods
- Description and full details of the defect / fault / problem

3 Support personnel will advise you if the problem cannot be fixed remotely and will tell you if the Goods need to be returned to Fathom Systems for service or repair. You may be eligible for a Warranty Claim.

Fathom Systems

FSQA0079
Goods Return Procedure.
 Rev. 01 Nov. 2017

Note: Where possible we will try to provide assistance through the Help Desk that will allow faulty Goods to be rectified without requiring a return to Fathom Systems.

Note: Warranty Claim Date is the date that the Help Desk support ticket is raised.

YES / Don't know
Are the Goods within the Warranty Term?

NO
Please provide a Purchase Order number via the Help Desk ticket system to cover the initial inspection assessment and administration. There is a fixed charge for this of **£100.00**

Are you the Warranty Holder for the Goods?

NO
If unknown, contact the Warranty Holder and request details of the original Purchase Order, Sales Order or Warranty Certificate number for the Goods.

YES
Please provide the following information on your open Help Desk Ticket:

- Original Purchase Order, Sales Order or Warranty Certificate number for the Goods.
- Justification for the Warranty Claim.
- Zero value Purchase Order number (for tracking purposes).

Responsibility Colour Key:

Fathom Systems (Green)

User (Yellow)

6 Fathom Systems will issue a Return Merchandise Authorisation (RMA) number via the Help Desk system. This number will be used to track the progress of the equipment repair or service.

Download the RMA form from our website

Complete the RMA form.

Note: Equipment returned without an RMA number and a completed RMA Form will be quarantined until the User follows this Goods Return Procedure.

7 Return the Goods – suitably packaged to Fathom Systems, clearly marked with the RMA number. Enclose the completed RMA Form with the equipment.

Note: Warranty Claims that are found to be invalid will be subject to the initial inspection and administration charge of £100.

8 FSL engineers will assess the Goods on receipt and will update the Help Desk Ticket to notify you of:

- Status of the repair and Warranty status
- Estimated repair / service costs (where applicable)
- Any further action you need to take (e.g. issue a Purchase Order)

9 Goods will be repaired / serviced / returned as-is or scrapped based on the findings of the initial assessment and your instructions.

User's instructions / PO

10 Fathom Systems returns the Goods to you.

Are the Goods to be scrapped?

11 Fathom Systems dispose of Goods in compliance with the WEEE directive.