



## RMA Packaging Guideline

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### CONDITION

- The complete product, including all components, packaging and printed materials (user guide, registration card, etc.) must be returned to Advanced Wireless Communications in the same condition in which it was received.
- No additional product other than those authorized by the RMA or CASE may be included.

### PACKAGING

- The preferred method for returning items is each in its individual box and wrapping using the original box and packaging in which your equipment was sent and received in.
- If the original box is missing or damaged, any box that is of suitable size and in good condition may be used.
- All products should be packed individually. Static sensitive items (boards) must be bagged in static shielding packaging and properly surrounded with bubble wrap or packaging foam to ensure restriction in movement during transport. Recyclable packing materials such as paper or cardboard are preferred if sufficient to prevent damage to the item.
- Make sure the box is securely sealed using durable packaging tape
- Include Copy of RMA form or Email in box as an added protection.

### REQUIRED DOCUMENTATION

- Make sure paperwork such as RMA, invoices, packing slips, etc. are provided with the shipment to avoid importation delays.
- List the RMA or CASE Number on any documentation or correspondence.

### LABELING

- Make sure the box has a shipping label with both origin and shipping destinations included. Mislabeled or unlabeled RMAs delay the receiving and crediting processes.
- List the RMA or CASE Number on every box being returned.



**Shipments are subject to inspection and refusal if all of the above requirements are not met.**