

Field Failure / RMA Request

To avoid delays in processing the RMA it is critical to include all the information regarding the failure.

Do not send any hardware back without an RMA number

(PLEASE PRINT)

Customer: _____ Location: _____ Date: _____

- 1) Were you trained on the I.D. Systems hardware? Yes No
- 2) Do you have a copy of the VAC / WAM troubleshooting Guide(s)? Yes No
- 3) Did you call ID Systems support prior to removing the hardware? Yes No

Section 1 Failure Description

Section 2 Troubleshooting

What Troubleshooting steps were taken to determine that this part is faulty?

Section 3 Hardware information

Part Number	Serial Number	Firmware Version	Part Name	Technician

Section 4 Vehicle Information

Vehicle Number	Make	Model	AC, DC, or LP driven?	Vehicle Type (Forklift, Pallet Jack, Reach, etc.)



Customer Support & RMA - Policy and Procedures

Warranty Information

- The warranty is voided if the product is abused, misused, or modified in any way.
- Returned items must be sent back in their original, unmarked packaging.
- If you would like product(s) to be serviced, please follow the RMA (Return Materials Authorization) Policy and Procedures outlined below.

Customer Support & RMA Information

- The Technical Support/RMA phone number is (201) 678-5570 and select option number 3 for RMAs number assignment.
- Support Hours: **Core Care Customers**—9:00am to 6:00pm, Monday through Friday (EST) [Excluding Holidays] **Advantage Service Customers**—7:00am to 7:00pm, Monday through Friday (EST) [Excluding Holidays].
- If you are having problems with software products, please dial (201) 678-5570 and select option number 2 to speak with the Software Support Department.
- If you are having problems with hardware product(s), please dial (201) 678-5570 and select option number 1 to be connected with the Hardware Products Department, which will help with troubleshooting the problem(s). If it is deemed that an RMA is required, general information about the product(s), defect(s) and contact information will be documented and an RMA Number will be issued. If an RMA number is not issued and the product is shipped back, it will be subject to a service charge and will be kept in a holding area until the discrepancy is resolved by the Hardware Support Department.
- Please package the item(s) utilizing the same packaging materials and boxes that they were delivered in, and ship with a completed RMA form to:

I.D. Systems, Inc.
Attn: RMA #: **(Enter RMA Number Here)**
123 Tice Boulevard (Suite 101)
Woodcliff Lake, NJ 07677

- Please be sure to ship the item(s) requiring a signature upon delivery. All packages must be shipped to ID Systems, Inc. as freight prepaid.
- You must include a completed RMA form and packing slip listing all parts and quantities in their respective boxes.
- Items will be tracked according to RMA number, so please be sure to include this number on the outside of the box, as well as on a label that is affixed to the unit(s). Any customer that does not note the RMA number on the box may be subject to a service charge and the product will be kept in a holding area until the discrepancy is resolved.
- If a product is given to a Field Service Engineer to hand carry back to ID Systems, Inc. for repair, the FSE must call the Hardware Support Department to get an RMA number. He must then obtain the customer's signature on a packing list specifying all parts and quantities that are being returned to ID Systems, Inc. as well as the RMA number.
- Items under warranty are typically returned within 15 business days from receipt depending upon the problem. If the product is covered under the warranty, the repair work will be completed without the customers consent. If the product is no longer covered under the warranty, an estimate of the repair, shipping and handling costs will be provided to the customer. Upon concurrence, the hardware will be repaired and shipped back to the customer.
- If you would like to inquire about the status of your RMA, please contact the RMA Department or send an email to Support@ID-Systems.com.
- A customer service representative will contact you upon shipment of the repaired item(s) via telephone, fax or email. Upon receipt of the returned shipment, all shipping discrepancies must be reported within 36 hours of delivery. If the discrepancies are not reported within this time period, ID Systems, Inc. cannot guarantee a resolution.

Post Warranty Information

- Maintenance Contracts between the customer and I.D. Systems, Inc. can be negotiated at any time after the purchase of any I.D. Systems, Inc. products. These maintenance contracts are negotiated based on the individual contract and location of the customer.
- If you are interested in a Maintenance Contract, please contact the Program Management Department at (201) 996-9000 extension 7766

CUSTOMER SUPPORT ESCALATION PROCESS

- Driver/Operator:** reports that he/she is unable to access a vehicle fill out an OSHA checklist, or has another VAC related issue. (When communicating Access Control Issues within a Facility or to IDS Customer Support, there are three key pieces of information that must be communicated: Operator's Name, Vehicle Number trying to access, and the error code number.)
- User Software (WAN Console or WAN ARDCS)** is not responding, end user needs Console support (e.g., Report Writer configuration issues, no vehicles displayed on Graphical Viewer) causes computer crash, or has other software related issue.

