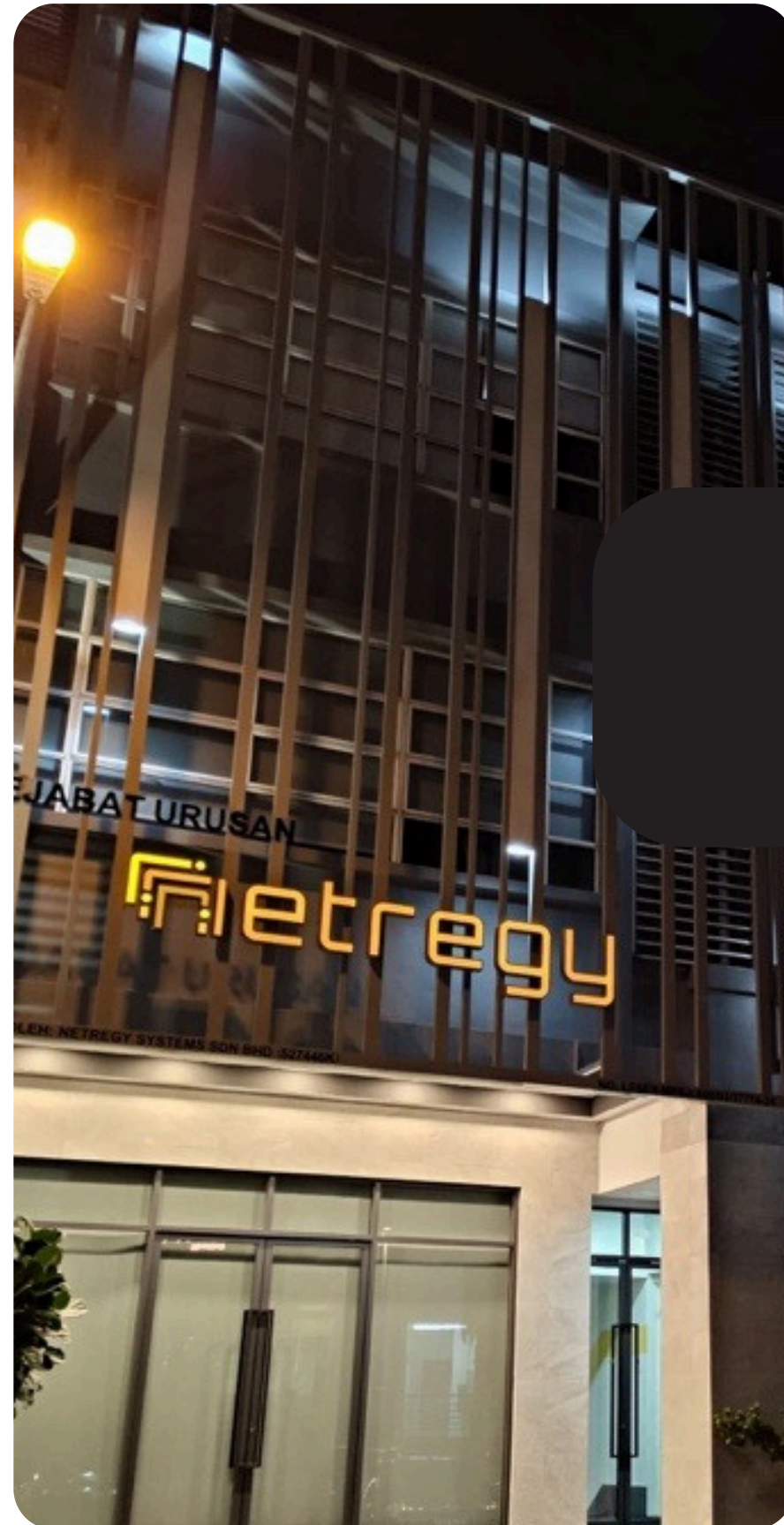# RMA
Policy, Process & Procedures

RMA Policy

- All goods sold are non-refundable, non-exchangeable, and non-returnable, except for warranty-covered replacements or repairs.
- Netregy reserves the right to amend this policy without prior notice. Final decision lies with Netregy for any disputes.

1. Dead On Arrival (DOA) Return
2. Merchandise Authorization (RMA)

Special Notes on DOA (Dead On Arrival)

To qualify for DOA,

- The first date of contact of this failure must be within thirty (30) days from the Delivery Order date.
- Device must be validated to be DOA by Netregy Support engineer.
- Returned units must be packaged identically to the manner in which they were delivered.
- Returned units must arrive at our facility not more than 30 days from the Delivery Order date.

IT Services Workflow From Request to Resolution

01 Product distributed by Netregy are warranted to be free from manufacturing defects under normal use within the warranty period.

02 Our warranty services cover all products that are purchased from Netregy only.

03 Whether a defect is considered to fall within the warranty period is determined by the date Netregy receives notice of possible defect from Customer via our Support helpdesk.

04 Netregy's sole liability is limited to either repair of the defectives using new or refurbished parts, or replacement of the defective unit.
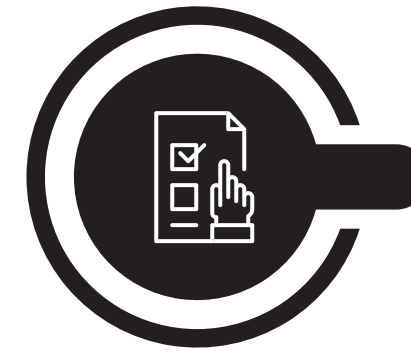
05 Netregy is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition.
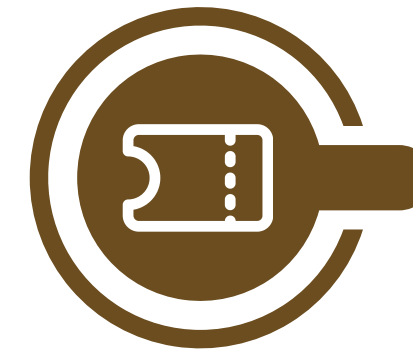
06 Netregy reserves the right to use replacement components for third party peripherals or components no longer available from original suppliers.
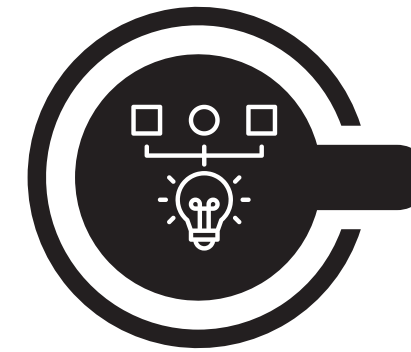
07 The diagnostic fee is RM120 per unit, waived if under warranty. To avoid unnecessary returns and costs, we offer remote troubleshooting to help resolve the issue quickly.
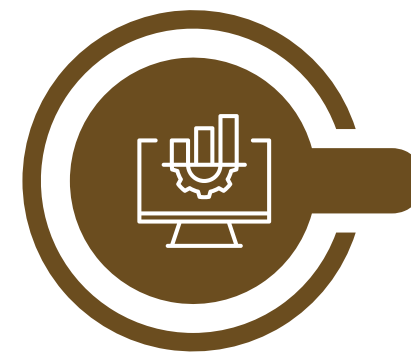
08 For out of warranty devices, RM120 per unit will be charged for help desk and remote support. If it is advised by Netregy engineer to return the device for further physical diagnose, there will be no duplicated charges.

09 Netregy claims no responsibility for any lost or missing data on customers devices. The customer is solely responsible to back-up all data prior to RMA service. RMA service does not include data back-up, data restoration or data transfer.

10 The repaired or replaced hardware will be warranted for the remainder of the original warranty period or ninety (90) days, whichever is longer.

RMA POLICY

Exclusions from Warranty

Warranties shall not include the following condition:

The serial number on the product has been removed, altered or defaced.

The product has been subject to environmental conditions beyond the designed tolerance. Such as being used in outdoor environments without proper protection for indoor models, liquid damage, extreme heat/cold condition beyond design limit and exposure to direct sunlight or halogen light.

- The product is found to be defective after the warranty period has expired.
- The products that has been subjected to misuse, abuse, negligence, tampering, modification or unauthorized repair.
- The product has been damaged due to disasters or extreme conditions, whether natural or human, including but not limited to flood, fire, lightning strikes or power line disturbances.

The warranty will not cover cosmetic damages; nor will it cover damages that occurred during shipment.

Extended Warranties and RMA Services

Netregy offers extended warranty and extended RMA services which can be purchased separately from Netregy sales representative.

RMA Policy For MBG

Money Back Guarantee (MBG)
For some special reasons, we do provide Money Back Guarantee for certain goods. You must firstly apply to entitle for MBG every time for each purchase. Here is our disclaimer for returning MBG registered item:

You must ship the items back to:
- Netregy Systems Sdn Bhd, 26 & 28 Pusat Perdagangan One Puchong, Jalan OP 1/3 off Jalan Puchong, 47160 Puchong Selangor.

You must present the invoice & receipt of your payment. Only Invoices issued by Netregy Systems Sdn Bhd with "Money Back Guarantee" remark are entitled.

The returned item(s) must reach us within 30 days from the date of purchase.
- Items returned must be in original box and packed back in the box as if it were never opened. If any pieces are missing, then we will ship the item back at your expense and you will receive no refund.

This return policy does not apply to any warranty issue.

NOT ALL PRODUCTS ARE COVERED FOR MONEY BACK GUARANTEE. Example pre-order, back-to-back orders and bulk orders are not entitled to this.

RMA Policy

General:

- All goods sold are non-refundable, non-exchangeable, and non-returnable, except for warranty-covered replacements or repairs.
- Netregy reserves the right to amend this policy without prior notice. Final decision lies with Netregy for any disputes.

RMA Correspondences Netregy Systems Sdn Bhd:

Telephone number:
+603-8084 2200

Fax number:
+603-8084 2202

Email:
rma@netregy.com

RMA Process

Defective product units must be reported by the customer to Netregy Support for troubleshooting. There are three types of defective products:

Dead On Arrival (DOA)
- Must be reported within 30 days from the Delivery Order (DO) date.
- Must be verified as DOA by Netregy Support.
- Product must be returned within 30 days of DO date.
- Replacement is issued upon validation

In-Warranty RMA:
- For devices within the warranty period.
- Must be reported to Netregy Support with clear issue description.
- Free diagnostics, repair, or replacement.

Out Of Warranty (OOW)
- Customer is welcome to contact Netregy Support for product that is out of the warranty period for troubleshooting, but charges are applicable.
- OOW includes products that are within warranty period but are damaged due to misuse, abuse, negligence or modification.

RMA Process

Inbound Traffic	Warranty Status Management & Entitlement	Testing & Diagnostics	Repair or Replacement	Self Collection of RMA item
Please contact our Helpdesk, get your RMA Ticket and ship in your RMA item.	We will verify the warranty availability and entitlement, and communicate with you if there's any discrepancies	Our engineers will test and diagnose on the issue you reported	We will fix/repair, or Return to manufacturer for low-level repair, or Make replacement	Alternative shipping arrangement available by your request at your expense. We will bill you if there's any charges involved as communicated.

RMA Process

Warranty Initialization Date

Within 30 Days

Within Warranty Period

Over Warranty Period

Category	Within 30 Days	Within Warranty Period (RMA)	Out of Warranty (OOW)
Type	DOA	RMA	OOW
Action	Call, return & repair or replacement	Call, return & repair or replacement	Call, agree, return & repair
Helpdesk Charges	Free call / remote support	Free call / remote support	Chargeable call / remote support
Repair Cost	Free repair or replacement	Free repair or replacement	Chargeable repair
Freight (Return to Netregy)	Customer pays	Customer pays	Customer pays
Freight (Return to Customer)	Customer pays	Customer pays	Customer pays
Lead Time	1 week, or 6–8 weeks if sent to manufacturer	2 weeks, or 6–8 weeks if sent to manufacturer	2 weeks, or 6–8 weeks if sent to manufacturer

Product Warranty Period Chart

Product	Default Warranty Period	RMA Process Lead Time (*1)	Handling
Yealink Room System	24 months (MS Video, Zoom Room Systems, BYOD, VCS MeetingEye)	2 weeks, or 6–8 weeks if returned to manufacturer for repair	Repair or replacement
Yealink IP Phones	12 months	2 weeks, or 6–8 weeks if returned to manufacturer for repair	Repair or replacement
Yealink Headsets	24 months	2 weeks, or 6–8 weeks if returned to manufacturer for repair	Repair or replacement
Yealink Conference Phones	12 months	2 weeks, or 6–8 weeks if returned to manufacturer for repair	Repair or replacement
Yeastar P-Series	12 months	2 weeks, or 6–8 weeks if returned to manufacturer for repair	Repair or replacement
Yeastar Module	36 months	2 weeks, or 6–8 weeks if returned to manufacturer for repair	Repair or replacement

*1. RMA Process lead time starts counting only upon receipt of device at our facility and is measured in calendar days, exclude public holidays observed by Netregy.
*2. Once Netregy engineer has determined the necessary for parts replacement or return of systems, NBD ticket will be issued. Ticket raised after 3pm will be treated on the following business day. Longer lead time is required if service is out of coverage. Please contact us to find out the coverage area.

Product Warranty Period Chart

Product	Default Warranty Period	RMA Process Lead Time (*1)	Handling
Yeastar VoIP Gateways	24 months	2 weeks, or 6–8 weeks if returned to manufacturer for repair	Repair or replacement
DNAKE Intercoms	24 months	2 weeks, or 6–8 weeks if returned to manufacturer for repair	Repair or replacement
Synway Gateways	24 months	2 weeks, or 6–8 weeks if returned to manufacturer for repair	Repair or replacement

*1. RMA Process lead time starts counting only upon receipt of device at our facility and is measured in calendar days, exclude public holidays observed by Netregy.
*2. Once Netregy engineer has determined the necessary for parts replacement or return of systems, NBD ticket will be issued. Ticket raised after 3pm will be treated on the following business day. Longer lead time is required if service is out of coverage. Please contact us to find out the coverage area.

RMA PROCEDURE
HOW TO REQUEST RMA?

1. Report to Support

- Contact Netregy Helpdesk at 03-8084 2200 (Press 2) or email support@netregy.com
- You may check your warranty status with our RMA team for the next steps.

2. Return the Device for Repair

- Securely pack the device with all original parts and accessories (complete set).
- The RMA team will create a ticket, confirm receipt of the unit, and provide you with the RMA ticket and RMA number.
- Verify the RMA details and ensure all device information is reported correctly.

3. Know the Service Charges

- If the device is under warranty and confirmed faulty, the diagnostic fee is waived.
- If the device is out of warranty, our team will inform you of the diagnostic charges for your confirmation.
- The repair process will begin once we receive your approval.
- For out-of-warranty devices, payment is required before starting the diagnostic process.

4. RMA Status

- Once we receive your Repair Invoice confirmation, we'll begin the repair process.
- Repair lead time will follow the Product Warranty Chart.
- For complex cases, additional time may be required — we will keep you updated on any delays.

5. Collection

- Once the repair is completed, we will notify you via email for collection.
- Repaired or replaced units carry a 90-day warranty or the remaining period of the original warranty, whichever is longer

Yealink
Room System AMS Program

Purpose

The Yealink Room System Assurance Maintenance Services (AMS) Program provides a comprehensive suite of bundled services that help you protect your investment, maximize its value, and ensure optimal performance throughout the life of the Room System product. AMS enables you and your customers to obtain high-quality, rapid, and professional service after purchase, and access to the Yealink VAMS online system.
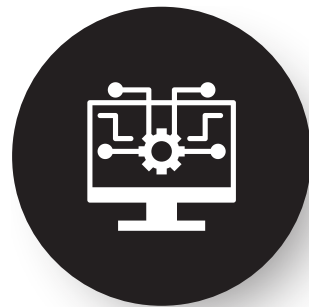
Applicable Products:

Yealink Room System for Microsoft, Yealink Room System for ZOOM, as well as USB Conferencing Camera and Audio Devices

AMS Service Introduction

1. During the AMS effective dates customers have complete access to hardware maintenance service and product software updates.

Yealink Software

- (Not including the application of Microsoft and Zoom as well as Windows operation system) Yealink warrants to the original Licensee that the software will conform to Yealink's published specifications during the specified maintenance period from the date of purchase.
- Yealink will supply updates, patches, bug-fixes, or software replacement, as necessary, to correct errors or malfunctions in the software during the maintenance period.

Hardware

- Yealink warrants to the original Licensee that the hardware will be free of defects in materials and workmanship and will conform to Yealink's published specifications during the specified maintenance period.
- If there is a Defective on Arrival (DOA) Yealink will provide replacement and if there is a hardware failure or malfunction during AMS validity period, Yealink will provide maintenance.

Disclaimer

- This warranty shall not apply to:
  - Failure to follow Yealink's installation, operation, or maintenance instructions.
  - Unauthorised product modification or alteration.
  - Abuse, misuse, negligent acts, or omissions of the Customer and persons under Customer's control.
  - Acts of third parties, acts of God, accident, fire, lighting, power surges or outages, or other hazards.

2. Local Service. Netregy will provide service, such as identifying, diagnosing, and resolving any incident with the product.

Yealink
Room System AMS Program

AMS Warranty Period

The AMS warranty period is valid from the date of purchase.
1. Endpoint (Hardware): Default 12 months
2. License and Software: Default 12 months

How to Purchase the AMS Service

Please contact Netregy at 03-80842200 and speak to any of our Channel Sales Managers to purchase the AMS.

AMS Extended-Warranty Fee and Re-Activation Fee

- If customers wish to purchase Extended Warranty after the AMS warranty has expired or when defects are found, they must pay both the Re-Activation Fee and Extended Warranty Fee to cover the gap and new warranty period. Extended Warranty must be purchased for all units in the same order and will be valid from the initial warranty's expiry date.

Yealink
Room System AMS Program

How to Obtain AMS Service

- Customers with defective units, covered under an AMS warranty, are protected by the AMS service. If your Room System product does not work, please contact our Support Team as per RMA Procedure and provide the necessary information like Product SN/MAC, Description of failure, etc.
- The Support Engineer shall then assist you according to the RMA policy, process and procedures as indicated earlier pages.

How to Check Your AMS Warranty

- Customers can check the status of their AMS warranty by logging onto Yealink's VAMS online system. If customers can contact the distributor to extend their AMS period.
- For additional questions, please contact your sales representative. Netregy reserves the right, in its sole discretion, to supplement or modify program information.

Contacts & Correspondence

Netregy Systems Sdn Bhd

26 & 28 Pusat Perdagangan One Puchong, Jalan OP 1/3 off Jalan Puchong, 47160 Puchong Selangor.

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