



INGATE RMA POLICY

(Scandinavia/EMEA/Asia)

1. The RMA-process must start with the customer contacting Ingate Support.

Ingate Support

Live support is available during office hours, Monday through Friday, from 8:00 a.m. to 5:00 p.m. Central European time (CET)

Help Desk Phone: +46-(0)8-6007766

Help Desk Email: support@ingate.com

2. Ingate Support will determine HW failure and will provide the customer with a RMA number for their broken unit (same as the Support Ticket number). Ingate support will ask for the following information:
 - a. Ingate serial number of the unit (IG-XXX-XXX-XXXX-X), located on the bottom or back of the unit.
 - b. Delivery address, including Contact Name, Phone Number, Email and Address.
3. The customer should send the unit to the address below. The package should be clearly marked with the RMA number and include a description of the problem.

Scandinavia/EMEA/Asia

A hardware warranty is provided with all purchases of Ingate products in accordance with the warranty documentation. In case of hardware failure for units under warranty, provided the report is received before 2PM Central European time, we aim for, but do not guarantee, shipment on the day the hardware failure is reported. Ingate is not responsible for customs or delivery delays. The customer should send the suspected faulty unit back on its own expense as soon as possible to the address below.

All RMA units in Scandinavia/Asia/EMEA should be sent to:

Ingate Systems AB
Att: RMA Center
Rissneleden 45
174 44 Sundbyberg
Sweden
Tel: +46 8 6007750