BYTESCREEN

CONNECT ● DETECT ● PROTECT

BYTESCREEN (RMA) PROCESS

Sr. No	Escalation	Description	TAT	SLA
1	Customer Contact	• **Proactive Approach:** If an error is identified, Orchestrator sends email notification to customer and support team mentioning relevant details of product (serial number, issue description etc.) • **Reactive Approach:** The customer contacts Bytescreen's support team through a designated communication channel such as phone, email, or an online support portal. They provide relevant information about the product, including the serial number, purchase details, and a detailed description of the issue they are facing with their solution	Immediate acknowledgement	Acknowledge customer contact within 24hrs
2	Initial Troubleshooting	• Bytescreen's support team engages in an initial troubleshooting process to identify and resolve the issue remotely if possible. They may request additional information from the customer, such as log files or specific error messages, to help diagnose the problem • Through guided troubleshooting steps, the team attempts to resolve the issue and restore the functionality of the solution. If the issue is resolved during this stage, an RMA may not be necessary	24-48hrs (from date of customer contact)	Complete initial troubleshooting within 2 business days.
3	Assessment	• If the issue cannot be resolved remotely or if it is determined that the product needs further inspection or repair, Bytescreen's support team proceeds with the RMA assessment. They evaluate the customer's eligibility for an RMA based on factors such as the product's warranty coverage, contract agreements, or service-level agreements (SLAs). • The support team verifies whether the reported issue falls within the scope of the warranty or support coverage and determines if the product needs to be repaired or replaced.	2-3 business days	Complete RMA assessment within 3 business days.

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4	Authorization	• Once the RMA assessment confirms the need for further action, Bytescreen's support team issues an RMA authorization. They provide the customer with a unique RMA number that serves as a reference for tracking the return process. • Along with the RMA number, the support team provides detailed instructions to the customer on how to securely package and return the faulty product. These instructions may include guidelines for packing materials, addressing labels, and any specific shipping instructions or requirements.	1 business day	Issue RMA authorization within 1 business day of assessment confirmation.
5	Return Shipment	• The customer follows the provided instructions to package the faulty product securely. They ensure that the product is protected during transit to prevent any additional damage. • It is the customer's responsibility to arrange for the shipment of the product back to Bytescreen's designated return address. The customer bears the shipping costs unless otherwise specified in the warranty or support agreement. • The customer affixes the RMA number prominently on the package, ensuring clear identification and streamlined tracking of the returned product.	5-10 business days (shipping time)	Confirm receipt of return shipment within 1 business day of arrival.

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6	Product Evaluation	• Upon receiving the returned product, Bytescreen's technical team initiates a thorough evaluation and diagnostic assessment. They examine the product, verifying the reported issue and determining the appropriate course of action based on the warranty coverage or support agreement. • Through comprehensive testing and analysis, the technical team aims to replicate and diagnose the reported issue accurately. They may utilize specialized diagnostic tools or consult relevant technical resources to identify the root cause of the problem effectively.	5-7 business days	Complete product evaluation within 7 business days of receiving the product.
7	Resolution	• Based on the evaluation results, Bytescreen's technical team determines the most appropriate resolution for the reported issue. • If the issue is repairable, the team proceeds with the necessary repairs, using original parts or approved replacements as per the warranty or support agreement. • If the product is deemed irreparable or if it is more cost-effective to replace it, Bytescreen's team arranges for a replacement unit. The replacement may be a new or refurbished product, depending on the on the warranty or support agreement.	5-10 business days	Complete repair or arrange for a replacement within 10 business days of evaluation completion.

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8	Return or Replacement Shipment	• After the repair or replacement, Bytescreen arranges for the secure shipment of the product back to the customer. They ensure that the product is appropriately packaged to prevent any damage during transit. • If the product was repaired, Bytescreen arranges for the return shipment of the repaired product to the customer. They cover the shipping costs for returning the product to the customer, ensuring that it is delivered safely and in a timely manner. • If the product was replaced, Bytescreen arranges for the shipment of the replacement unit to the customer. They bear the shipping costs for sending the replacement product, ensuring it reaches the customer securely.	5-10 business days (shipping time)	Ship repaired or replacement product within 1 business day of repair/replacement completion.
9	Customer Notification	• Bytescreen's support team notifies the customer about the resolution of the RMA process. They provide a detailed report that outlines the evaluation, repair (if applicable), and resolution steps taken for the reported issue. • If the product was repaired, the team may include information about the specific repairs performed, any replaced components, and test results to ensure that the product is functioning properly. • If a replacement unit was provided, the team informs the customer about the replacement details, such as the new product's serial number or firmware version, if applicable.	1 business day	Notify the customer within 1 business day of shipping the product.

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10	Regular Communication	Support team maintains regular updates on the RMA status throughout the process	Ongoing	Provide regular updates and respond to customer inquiries within 1 business day.

Note:

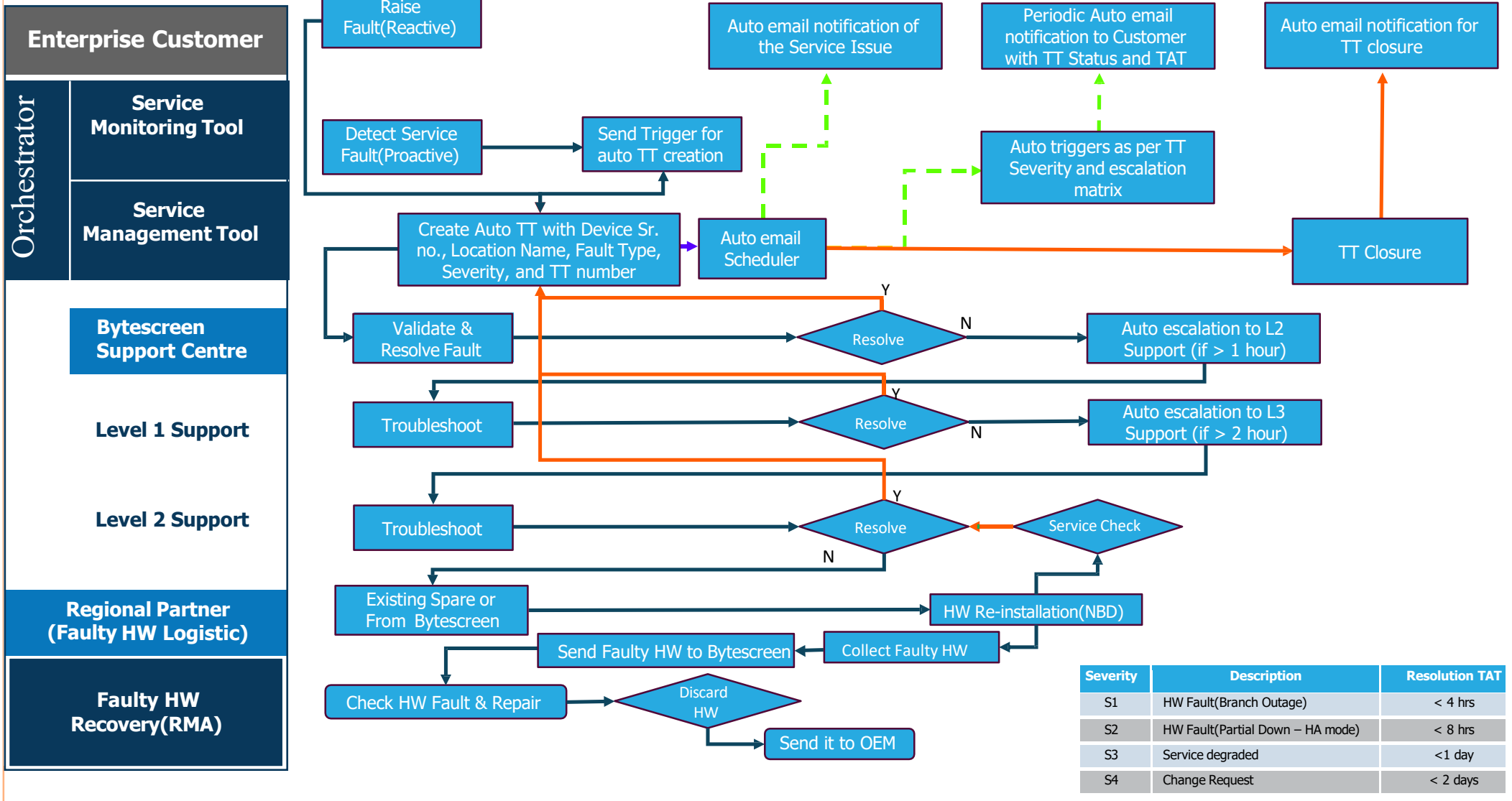
- Throughout the RMA process, Bytescreen's support team maintains regular communication with the customer, providing updates on the progress and status of the RMA. They strive to ensure a smooth and efficient experience for the customer, minimizing downtime and addressing any concerns promptly.

- It's important to note that the specific details and steps of the RMA process may vary based on the customer's warranty coverage, support agreement, and any additional terms and conditions agreed upon between Bytescreen and the customer.

- By strategically maintaining additional stock of equipment at various locations, Bytescreen aims to minimize downtime for customers during the RMA process. This practice allows for quicker turnaround times as spare parts or replacement units are readily available. By reducing the time required for sourcing components, the overall resolution time is decreased, leading to improved customer satisfaction.

- It's important to note that the specifics of the RMA process, including the availability of additional stock and the locations where it is stored, may vary depending on factors such as the customer's location, service level agreements, and the specific terms and conditions agreed upon between Bytescreen and the customer.

Fault Management & RMA



Severity	Description	Resolution TAT
S1	HW Fault(Branch Outage)	< 4 hrs
S2	HW Fault(Partial Down – HA mode)	< 8 hrs
S3	Service degraded	<1 day
S4	Change Request	< 2 days