



Customer RMA Guide

STEPS FOR RETURN MATERIAL AUTHORISATION (RMA)

When a replacement for or repair to a piece of SES Networks hardware is needed, please follow all the steps.

NOTES:

- Return shipment of the repaired/replaced part is subject to United States Export Controls
- This process applies only to faulty parts that occur post service commencement
- A Standard or Extended Warranty provides a Service Level Target of 45-days from SES Networks receipt of the faulty part until ready-for-shipment or shipment back to the customer

1. PROVIDE EQUIPMENT & CONTACT DETAILS

- Single-Point-of-Contact (SPOC) for the RMA
- SPOC email address & Site ID
- Part Type
- Model Number
- Serial Number (if available)

Please have these details on hand prior to Step 2.

2. REQUEST RMA ACTION

Call the SES Networks' Network Operations Center (NOC) on **+1 703 366 1500** or submit a request through the SES Networks customer portal at ses.com/networks

3. VERIFICATION

NOC will verify the item is indeed faulty by asking diagnostic questions through information gathered.

4. ISSUE RMA NUMBER

Once verified, a RMA number is issued, a confirmation email is sent, and the Customer Service Manager will provide return and shipping instructions.

5. ENTITLEMENT

The SES Networks Logistics Coordinator will verify that warranty coverage is currently valid.

6. LOGISTICS

Items should be shipped by DHL or Fedex. If using another forwarder, SES Networks will provide instructions to avoid clearing delays/costs when clearing customs by a party other than SES Networks' designated Clearing Agent. Please specify in the shipping documents that it concerns a **“return to manufacturer for repair or replacement”** product and subsequently keep the “value for customs” of the product at a low level (e.g. 500 US\$) since it is not a new part. When in doubt, please ask the RMA coordinator for instructions. In all cases customers are responsible for shipping the faulty item prepaid and insured to the following SES Networks address: *Please annotate with ‘RMA Receiving <RMA Number>’.*

SES Networks

7200 Gateway Court, Suite 150
Manassas, VA 20109
United States of America

Note: Please take great care in packaging the faulty part appropriately. If in doubt please ask the SES Networks Logistics Coordinator for guidance.

7. PROGRESS ENQUIRIES

Please contact your Customer Service Manager, include the **<RMA Number>** in the email subject line.

8. RETURN SHIPPING

Return shipping will be provided under the same INCOTERMS as agreed upon for the initial SES Networks shipment. The Customer Service Manager will contact you before shipping the repaired/replaced item.