RETURN MATERIAL AUTHORIZATION PROCEDURE

1. When a monitor or component is faulty, we kindly ask you to complete the online RMA request or to fill in an RMA form and email it to Tactile Technologies – email service.za@tactiletechnologies.com
2. An RMA can be logged on our portal. Access to our service portal can be granted (username and password will be issued) and requests are made on the portal and communicated with us. Alternatively, an RMA Form can be requested by emailing – service.za@tactiletechnologies.com or call – 010 900 3991
3. Upon receipt of the RMA form or Job request on the portal, a dossier will be opened at the nearest repair centre.
4. A unique job number will be obtained from the repair centre. This job number will be communicated to you. This number is your reference number!
5. As a carry-in warranty program covers all TACTILE products, you are responsible for the return of the faulty monitor or component to the nearest repair centre. Address and contact details of the nearest repair centre are mentioned on the RMA form.
6. Upon receipt of the faulty monitor or component, the repair centre will check the received goods for transportation damages. This will be done immediately after receipt.
7. The repair centre will then determine if the warranty program covers the failure.
8. If covered by the warranty conditions, the unit will be repaired in the shortest time possible.
9. If, for whatever reason, the failure is not covered by the warranty conditions, a cost proposal will be forwarded.
10. Once the monitor or component has been repaired, the unit will be sent back to the confirmed return address (see RMA-form) on condition that the unit has been sent to the repair centre in the original packaging. If not in the original packaging, we will ask you to have the unit collected at our repair centre.
11. We kindly ask all customers not to include any accessories EXCEPT the power supply.
12. Loan monitors are only released after receipt of signed approval of our loan monitor conditions and Tactile Technologies management authorization.

IMPORTANT!!!

13. Please do fill in the RMA-form as complete as possible. A correct serial number, fault description and estimated time of arrival at our repair centre are crucial for a full and speedy repair.
14. Make sure you have your reference number when contacting us for an update on the repair. This reference number will be confirmed to you shortly after we received your RMA-form/ portal request
15. Please keep at least one original packaging set for repairs. We cannot return goods to you unless it has been sent to us in the original packaging.
16. If possible, please provide us with Proof-Of-Purchase together with the completed RMA-form.
17. Feedback of the repair will be provided on the delivery note that will be sent to you via email.
18. Goods will be scrapped after 6 months if not collected or if a quotation has not been approved within this time.
19. Tactile Technologies is not insured or responsible for the insurance of goods brought to a service centre. Therefore it is the client's responsibility to ensure they are insured while units are in for repairs at our service centres.
20. Where "No Failure" is found, an invoice (Ex VAT) of R 385.00 will be issued.
21. All quotes rejected, will be charge a fee of R 275.00 (Ex VAT).

TECHNICAL SUPPORT

22. We offer a technical support facility; this will assist with any technical information or support that you require.
23. Technical support will be applicable for all products.
24. Please email the following to support.za@tactiletechnologies.com or contact 010 900 3991 and ask for Technical Support. Please provide the product you require technical support against so that we can direct you to the correct agent.
    a. In the subject line please advise on the product/s
    b. Email a brief description of the support required or error you are experiencing
    c. Provide contact name and contact details
    d. One of our technical support agents will then contact you to assist you with the error you are experiencing