

Return Material Authorization (RMA) Process

This document outlines Top Global USA Inc.'s Return Material Authorization (RMA) process.

1. Standard Hardware Warranty Policy

The length of a warranty term may differ between product models. For details please see the specific warranty for your product.

2. Tech Support Contacts

If your Top Global product exhibits signs of failure, you must contact our Customer Support department to verify product failure. If the Top Global Customer Support Representative cannot correct the problem by remote support methods i.e. phone or Email support and determines that the problem is the result of product failure covered under Top Global's warranty policy, then an RMA Number will be issued. Customers must contact their Reseller to request an RMA.

Top Global Support Phone: +1 888-TOP-GLOB

Top Global Support Email: support@TopGlobalUSA.com

3. RMA Information

The following information is required to assign an RMA.

- Reseller information -- where the item was purchased (if applicable)
- Your Phone Number
- Your Fax Number
- Your Email Address
- Product Model or Part Number (e.g. MB8000)
- Product Serial Number
- Purchasing date
- Receipt/Prof of purchase
- 3G data card model
- Description of Failure or Problem

4. RMA Confirmation

Requests for RMA are typically processed during working day, between 9:00AM to 6:00 PM PST. RMA Confirmation will be accomplished by e-mail. Top Global technical support will send the RMA application form to the customer and customer will fill the form and send it back to Top Global technical support. The RMA Confirmation is a RMA form with the assigned RMA number. This form must be put in the packaging when the product is returned.

5. RMA Return Shipment

5.1. Packaging

Original packaging should be used if available to minimize the potential for shipment damage. Board products must be enclosed in an antistatic bag to avoid ESD (electrostatic discharge) damage.

If items are damaged during return shipment due to insufficient packaging, it will be left to Top Global's discretion to determine whether or not the product is repairable.

Please follow these guidelines when returning product to Top Global:

- Use the products original packaging if still available
- Ship the RMA items via traceable means to the below address
- Write the RMA number on at least two (2) outside surfaces of each return package
- Write RMA number on the Air Waybill or Shipper
- Allow four (4) weeks Turn-Around-Time after receipt of RMA by Top Global

We will charge USD25 for refill the missing components for MB8000 accessories for each RMA unit.

If items are damaged during return shipment due to insufficient packaging, it will be left to Top Global's discretion to determine whether or not the product is repairable.

5.2. Address

All RMA packages should be shipped to:

Top Global USA, Inc. – RMA# _____
21072 Bake Parkway
Suite 106
Lake Forest, CA 92630
949 586 7046

5.3. Tracking

All RMA returned items must be sent via traceable means. Examples would be UPS, FedEx, DHL, or US Postal Service Priority Mail. Be sure to retain the tracking information for your records. The customer is responsible for the product until it is received by Top Global. Top Global is liable for the returned item upon the receipt of shipment.

5.4. Delivery Charges

The customer is responsible for paying shipment charges when returning the product to Top Global. Top Global will pay for shipment of the repaired items back to the customer. Top Global ships all domestic U.S. RMA repaired items by DHL Ground (5-7 days).

6. RMA Turnaround Time

6.1. Standard

Within four (4) weeks after receipt of returned parts, the repaired or replacement item will be ready for return shipment. DHL Ground (5-7 days) is the standard method of shipment for U.S. domestic shipments. International Shipments will be sent via DHL International.

6.2. Expedited

If the customer requires resolution within two (2) working days from receipt of returned parts, an expedite fee will be incurred, as follows:

Finished products- 40% MSRP

The customer will also be required to pay expedited shipment charges over and above DHL Ground rates.

6.3. DOA Expedited

Within fourteen (14) days of purchase, Dead-on-Arrival (DOA) parts will be repaired or replaced within two (2) working days from receipt of returned parts. No expedited repair or shipment fees will be charged to the customer. Replacement items will be shipped via DHL Second-day for domestic customer or DHL International Priority for international customers.

6.4. Advance Replacement

Advance Replacement offers customers with next business day advance replacement of hardware and support required to get back into service. Top Global Advance Replacement is available in North America (United States, Canada) only now.

The charge for this service will be 12% of the product retail list price for one (1) year service or 16% of the product retail list price for two (2) years service.

The product that is shipped to the customer may be new or refurbished but will be certified

functionally equivalent to the original product and will be warranted for the remainder of the original warranty or ninety (90) days whichever expires later.

If an advance replacement unit is required, Top Global will ship it same day of the request (or the next business day if the request is received after 3:00 p.m. Eastern Standard time). Replacement units are shipped to arrive the next business day.

Each product must be registered with Top Global Advance Replacement agreement to qualify for this service.

Defective parts must be returned to Top Global within ten days according to Top Global RMA procedure or you will be invoiced for the replacement part.

7. RMA Repair and Test Procedures

All items returned under an RMA will be repaired, or at Top Global's option replaced with either new or factory refurbished parts. If a returned product is determined to be damaged or misused, it will be handled according to the out-of-warranty policy below.

All repaired or replacement parts will have successfully passed the appropriate manufacturing quality assurance test procedures. These are the same tests that are utilized to verify "new build" parts as manufactured by Top Global.

Out-of-Warranty repaired items carry a ninety (90) day warranty. In-Warranty repaired items are warranted for the remainder of the original warranty or ninety (90) days, whichever expires later.

8. RMA Closing Procedure

If Top Global has not received the RMA requested items from the customer within thirty (30) days of the RMA assignment date, the RMA will be closed.

Top Global will not accept any packages without an open, valid RMA number appearing on at least 2 surfaces on the box/packaging and reference to the RMA number on the shipper or air waybill.

Only the specific items listed on the RMA will be accepted. All other items will be returned to the customer at customer's expense.

After return shipment of a repaired/replacement part to the customer, Top Global will close the RMA.

9. RMA Out-Of-Warranty

A product whose warranty period has expired or which has been damaged or misused may be determined to be out-of-warranty. If your product is determined to be out-of warranty, the following guidelines are applied.

9.1. Repair or Replacement

At Top Global's option, an out-of-warranty product may be repaired or replaced with new or refurbished parts for a fee. Products that have been damaged or misused may be deemed non-repairable at Top Global's determination.

Out-of-warranty repaired or replaced items carry a 90-day warranty. All shipping costs for out-of-warranty repaired and/or replaced items are the responsibility of the customer.

9.2. Repair or Replacement Fees

Out-of-warranty products offered on the current Top Global End User Price List will be repaired or replaced as determined below.

A \$75.00 non refundable diagnostic fee is required to determine whether the board can be repaired. If the product is repairable, the charge for repair will be 60% of the current customer list price. If the product can be repaired and the customer approves the charge, the diagnostic fee will be credited towards the repair cost. If the product is not repairable and the customer approves the replacement, the charge for replacement will be the current customer list price.

10. Payment Method

Payment can be made as follows:

- By credit card – Visa®, MasterCard®
- Money Order
- Cashier's Check
- Wire Transfer