



## **Return Material Authorization Policy & Process Guide**

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## Document Revision History

Document Number	Revision Number	Revision Date	Description of Change
RMA Policy & Process Guide	072818.A	07/28/18	Initial Outline
RMA Policy & Process Guide	080918.B	08/09/18	Minor Changes Post Peer Review
RMA Policy & Process Guide	110918.C	11/09/18	Clarifications on Obtaining an AR and items deemed NTF or Voided Warranty

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## Introduction

The purpose of this document is to outline the terms of CCI's RMA Policy and The Procedure for obtaining a Return Material Approval.

### Topics to be addressed in this document:

- Contacting Customer Service for Non-Technical RMA Requests
  - Requirements for Submitting an RMA for Non-Technical Requests
  
- Contacting Technical Support for Technical RMA Requests
  - Requirements for Submitting an RMA for Technical Returns
  
- In and Out of Warranty RMAs
  
- Advanced Replacements
  
- Shipping Products
  
- Turn-A-Round Times

## 1 Non-Technical RMA Requests

All Non-Technical RMA Requests must be directed to [CCI's Customer Service Team](#) for review and approval.

Non-Technical RMA Requests are defined as follows:

- Order Cancellations
- Order Changes
- Order Error / Wrong Item or Qty
- Shipping Damage (for items shipped on CCI's shipping account only)
- DEMOs & LOANERS

CCI strongly encourages customers seeking a Non-Technical RMA, to contact our Customer Service Team to discuss the circumstances of their request **PRIOR** to submitting a completed RMA form...

**CCI's Customer Service Team can be reached by:**

 M-F, 9a-7p Eastern, at: **(201) 342-3338** and selecting **opt. 5**

 Anytime, at: [CustomerService@cciproducts.com](mailto:CustomerService@cciproducts.com)

Completed Non-Technical RMA Request Forms are to be sent to: [CustomerService@cciproducts.com](mailto:CustomerService@cciproducts.com) – to avoid delays in processing...

### 1.1 Requirements for Submitting a Non-Technical RMA Request

Prior to returning any product(s) to Communication Components, Inc., an RMA (Return Material Authorization) **MUST** be approved and an authorization number must be assigned by CCI's RMA Department.

*Please Note: Unauthorized Shipment(s) of Materials to CCI may be refused by CCI's Shipping Department, encounter considerable delays in processing times, or deemed to have been forfeited.*

Information Required:

- Model(s) and Serial number(s) of equipment
- Customer Contact Information (*Including, Name, Company, Carrier, Phone & E-Mail*)
- Shipping & Billing Address(es)
- Detailed Description for the Return Request
- Original Purchase Order Number
- Original Packing Slip Number (*if available or in-lieu of the PO #*)

All information provided will be reviewed by the CCI Customer Service Team. All Requests are Subject to CCI Management Approval and are at the discretion of the Management Team.

Should a request be denied, an explanation shall be provided to the requesting party, within 20 business days.

## 2 Technical RMA Requests

All Technical RMA Requests must be directed to [CCI's Technical Support Team](#) for review and approval.

Technical RMA Requests are defined as follows:

- Technical Issues for Antenna Products
  - Performance Issues
  - Failure to Meet Published Specifications
  - Issues for Antenna RETs
- Technical Issues for Filter Products (including TMAs)
  - Performance Issues
  - Failure to Meet Published Specifications
- Technical Issues for Amplifier Systems (Including: Bi or Uni-Directional Amplifiers, Rx Multicouplers, Etc.)
  - Performance Issues
  - Failure to Meet Published Specifications
- Power Supply Systems
- AISG Controllers and Smart-Biasing Accessories
- PIM Analyzers (PiMPro Classic / Rack / Tower series)
- Any other Legacy Products

CCI **REQUIRES** customers seeking a **Technical RMA**, to contact our Technical Support Team to discuss and troubleshoot the issue(s) encountered PRIOR to submitting an RMA Request...

**\*NOTE:**

*Failure to collect the necessary documents, test measurements and other required data **WILL DELAY** the approval process of the request and **MAY** result in the RMA Request being **DENIED**.*

**CCI's Technical Support Team can be reached by:**

 M-F, 9a-7p Eastern, at: **(201) 342-3338** and selecting **opt. 6**

 Anytime, at: [Support@cciproducts.com](mailto:Support@cciproducts.com)

Completed Technical RMA Request Forms are to be sent to: [Support@cciproducts.com](mailto:Support@cciproducts.com) – to avoid delays in processing...

## 2.1 General Requirements for Submitting a Technical RMA Request

Prior to returning any product(s) to Communication Components, Inc., an RMA (Return Material Authorization) MUST be approved and an authorization number must be assigned by CCI's RMA Coordinator.

**Note:**

*Unauthorized Shipment(s) of Materials to CCI may be refused by CCI's Shipping Department, encounter considerable delays in processing times, or deemed to have been forfeited.*

Information Required:

- Model(s) and Serial number(s) of equipment
- Customer Contact Information (*Including, Name, Company, Carrier, Phone & E-Mail*)
- Shipping & Billing Address(es)
- Detailed Description for the Return Request
- Original Purchase Order Number (*if available or in-lieu of the PS #*)
- Original Packing Slip Number (*if available or in-lieu of the PO #*)

All information provided will be reviewed by the CCI Technical Support Team. All Requests are Subject to CCI Management Approval and are at the discretion of the Management Team.

Should a request be denied, an explanation shall be provided to the requesting party, within 20 business days.

## 2.2 Technical RMA Requests for Antenna Products

In addition to the General Requirements listed in section 2.1 above, customers suspecting a unit(s) is/are not operating in accordance with defined specifications are required to provide the following:

1. **For Suspected VSWR / Return Loss Issues**

- a. Return Loss Measurements, confirming suspected issue(s), from a qualified test instrument such as a Cable & Antenna Analyzer MUST be provided in the original test format – i.e.: Return Loss Measurements must be in either DAT or VNA format – PDFs and JPG/PNG Images are NOT acceptable
- b. Test Measurements should be taken “in-place” prior to removal and repeated once the unit has been removed from service – on the ground or off-site for verification.

2. **For Suspected RSSI / PIM Related Issues**

- a. PIM & Return Loss Measurements, confirming the suspected issue(s), from qualified test instruments, such as a PIM analyzer AND Cable & Antenna Analyzer MUST be provided in the original test format.
- b. PIM testing should be performed without the presence of ancillary equipment such as TMAs, Diplexers, Jumpers or other in-line devices – using only purpose-built test and measurement cabling which has been verified. PIM vs TIME as well as Distance to PIM (with the correct scaling for distance assigned) measurements should be taken as well as verification tests to a known PIM source (state value) and Low PIM Load.

- c. Return Loss Measurements, on units suspected of failing PIM specifications should be performed in the band with issue.
- d. All Test Measurements should be taken “in-place” prior to removal and repeated once the unit has been removed from service – on the ground or off-site for verification.
- e. Use ONLY the upper portion of the CCI RMA Form to marked for General Use
- f. Advanced Replacements - Please See Section 5 below...

**3. For Antenna RET (Remote Electrical Tilt) Device Issue(s)**

- a. For individual RET issues or issues for a single antenna, related to connectivity or visibility – a controller report is required. Screenshots are not acceptable as most controller vendors do not display the required data-fields in their summary page. Reports should be saved in TXT or CSV format.
  - i. Please complete the Customer Information section at the top of the Rma form
  - ii. Use the lower portion of the RMA identified as “For RET Replacements ONLY”
- b. As most connectivity issues with CCI RETs can be resolved in the field – the use or access to a compatible controller, such as CCI’s own Portable AISG Controller, or Kathrein’s CCU/PCA (with updated firmware) frequently enables CCI Technical Support to remedy most issues in the field with on-site personnel without the need to RMA the device. Be sure to contact CCI Technical Support by phone or e-mail while on site to expedite a resolution.
- c. The following data is required in order to process a RET related RMA
  - i. Site ID
  - ii. Antenna Model Number
  - iii. Antenna Serial Number
  - iv. RET Model Number
  - v. RET Serial Number
  - vi. RET Hardware Version
  - vii. RET Firmware/Software Version
  - viii. RET Antenna Position and Function (Band Supported / Location on antenna)
- d. For full site RET upgrades, a special RMA form has been created and is accompanied by a MOP specific for submitting such requests.
- e. All “In-Service” Antenna RET RMA Requests are Handled as Advanced Replacements. CCI will provide a Pre-Programed replacement(s) specific to the antenna model and serial number and RET position provided. Advanced Replacement RET RMAs are shipped via 2-Day AIR and require that the faulty unit(s) are returned within 30 days. No Provisional PO is necessary for Advanced Replacement RETs
- f. All “Not-In-Service” Antenna RET RMA Requests are Handled in accordance with CCI’s standard “Ship After Receipt” policy and are subject to inspection prior to release of the replacement unit(s). Standard RET RMAs are shipped via standard ground service unless otherwise agreed to in advance. All units will be shipped Pre-Programmed specific to the antenna model and serial number and RET position.

## 2.3 Technical RMA Requests for Filter Products

In addition to the General Requirements listed in section 2.1, customers suspecting a unit(s) is/are not operating in accordance with defined specifications are required to provide the following:

### 1. For Suspected VSWR / Return Loss Issues

- a. Return Loss Measurements, confirming suspected issue(s), from a qualified test instrument such as a Cable & Antenna Analyzer MUST be provided in the original test format – i.e.: Return Loss Measurements must be in either DAT or VNA format – PDFs and JPG Images are NOT acceptable
- b. Test Measurements should be taken “in-place” prior to removal and repeated once the unit has been removed from service – on the ground or off-site for verification.

### 2. For Suspected RSSI / PIM Related Issues

- a. PIM & Return Loss Measurements, confirming the suspected issue(s), from qualified test instruments, such as a PIM analyzer AND Cable & Antenna Analyzer MUST be provided in the original test format.
- b. PIM testing should be performed without the presence of ancillary equipment such as TMAs, Diplexers, Jumpers or other in-line devices – using only purpose-built test and measurement cabling which has been verified. PIM vs TIME as well as Distance to PIM (with the correct scaling for distance assigned) measurements should be taken as well as verification tests to a known PIM source (state value) and Low PIM Load.
- c. Return Loss Measurements, on units suspected of failing PIM specifications should be performed in the band with issue.
- d. All Test Measurements should be taken “in-place” prior to removal and repeated once the unit has been removed from service – on the ground or off-site for verification.
- e. Use ONLY the upper portion of the CCI RMA Form to marked for General Use

## 2.4 Technical RMA Requests for CCI PIM Analyzer Products

In addition to the General Requirements listed in section 2.1, customers suspecting a unit(s) is/are not operating in accordance with defined specifications are required to provide the following:

1. Software / Firmware Revision Information (when accessible)
2. Last known Calibration Date
3. Screenshots (photos / videos) or Test Reports illustrating the issue(s)
4. Verification Report to a PIM Standard and to a Low PIM Load (contact CCI Technical Support for further instructions, if you need assistance with this requirement and to confirm this is required)

## 2.5 Technical RMA Requests for All other CCI Products

In addition to the General Requirements listed in section 2.1, the CCI Technical Support Team may contact the submitting party (or party identified in the RMA document) for further information specific to the product and issue encountered.

### 3 In Warranty Technical RMA Requests

CCI provides In Warranty service, for products which fail to meet published specifications during the product's Warranty period at no cost to the customer.

1. In the event a Customer suspects a given product fails to meet said specifications or otherwise deems a product to be defective, the Customer **MUST** contact CCI's Technical Support Team **PRIOR** to submitting an RMA request in order to access the issue.
  - a. Upon acceptance by CCI's Technical Support Team, the Customer must complete CCI's RMA Request Form in accordance with Section 2 and submit the form and any/all required materials to the Technical Support Team at support@cciproducts.com
  - b. CCI's RMA Department shall subsequently assign a Return Material Authorization Number with the official RMA Document as record.
  - c. Customer is responsible for arranging the shipping and transit costs associated with the suspect unit(s) return to CCI for further evaluation and analysis.
  - d. Upon CCI analysis, should a given product be deemed defective, CCI reserves the right to make repairs to the original product, replace the original product with RMA stock or replace the product from New stock.
  - e. CCI will ship the repaired / replaced product, in accordance with the location indicated in the original RMA form, via ground transportation at no cost to the customer.
2. Voided Warranty Periods
  - a. Should CCI's RMA Team, during any point in the analysis or repair process, determine the issue(s) was(were) caused by improper use, abuse, mishandled, un-authorized modification, or altered in any way, the RMA and Warranty will be considered NULL and VOID.
  - b. A CCI Representative will provide written notice should such an event occur, with details of the findings.
  - c. CCI will provide the Customer a quote for the repair or replacement of the product along with return shipping costs. The Customer may choose to forfeit the device at no additional charge or issue a Purchase Order to resume the process.
3. No Trouble Found (NTF)
  - a. Should CCI's RMA Team, upon analysis, be unable to replicate the reported failure / defect or otherwise determines the suspect device meets all published specifications, the suspect unit shall be considered "NTF" (No-Trouble-Found).
  - b. CCI will provide written notice, including the original customer report and any relative measurement data for review in an effort to avoid future reoccurrences of NTF RMAs
  - c. CCI will issue a quote for any and all Shipping & Analysis Costs associated with the return of such items. Customer will be required to submit a Purchase Order to CCI, CCI will arrange for the return shipment of the equipment via standard ground freight.

Alternatively, the Customer may choose to pay for and arrange return shipping of such items at no cost to CCI. Please contact CCI's RMA Department in order to coordinate any such arrangements **PRIOR** to arranging for pick up. A Purchase Order must still be submitted to cover any assessed Analysis Fees in order to obtain an equipment release from CCI.

## 4 Out of Warranty Technical RMA Requests

CCI provides optional Out of Warranty Service for existing and legacy products on a case-by-case basis.

**Factors which affect CCI's ability to extend Out of Warranty Service include:**

- Current Production Status
- Availability of Parts
- Type of Failure
- Physical Condition
- Overall Economic Feasibility of the Repair

**For products approved for return after the expiration of the warranty period:**

- CCI will e-mail you a repair quote listing repair charges before we start the repair.
- Failure to issue a P.O. within 90 days will be considered a quote rejection
- Products that are tested after the expiration of the warranty period and diagnosed "No Trouble Found" may be subject to an evaluation fee.
- Defective & NTF products will be scrapped or returned unrepared at the customers' request  
*(A P.O. for Shipping is Required for Return)*

## 5 Advanced Replacements

CCI has a Ship **AFTER** Receipt Policy, meaning that an approved RMA must be received and inspected by CCI prior to the release of a repaired or replaced unit.

CCI recognizes that Customers do not always have a “spare” unit(s) on hand to support swapping out a suspected failure of an “In-Service” product, deemed to be “Customer Affecting”. When such situations exist, CCI will endeavor to provide an Advanced Replacement provided the following conditions are met:

1. Suspect Product(s) **MUST** be IN-WARRANTY
2. All provisions outlined in Section 2 have been met & CCI’s Technical Support Team signs off on the request
3. Customer must indicate the need for an Advanced Replacement on the associated RMA form and indicate the reason for the Advanced Replacement in the body of the email that accompanies the RMA submission (stipulating an In-Service Failure and lack of available replacement)
4. All Advanced Replacement Requests are subject to product availability (in the form of RMA stock or new stock) and are at the sole discretion of CCI’s Management Team
5. Once approved, CCI will then provide a Quote including the estimated Shipping Costs (determined by the shipping method requested) to the Customer
6. A Provisional Purchase Order **MUST** be issued against the provided quote in order for the Advanced Replacement device to ship
7. CCI reserves the right to invoice against the PO for the Advanced Replacement Unit(s) and all associated shipping costs in the event the Warranty Claim of a Returned Product is determined to be VOID due to any of the following reasons:
  - a. Improper handling / Installation
  - b. Misuse
  - c. Modification
  - d. Other damages
  - e. Falsified Proof of Failure
  - f. NTF (No Trouble Found)
8. All suspect products must be received within 60 days of Customer receipt of the Advanced Replacement Unit(s)
9. Failure to meet the outlined requirements may affect future eligibility for Advanced Replacements consideration

### **Exception to Policy:**

Advanced Replacement RETs are NOT subject to receipt or issuance of a Provisional Purchase Order. However, Customers or entities failing to return replaced RETs within the allowed time frame, will not be eligible for additional Advanced Replacements without issuing a PO for the units not returned.

## 6 Shipping

All APPROVED Returns should be shipped to the following address – unless otherwise specified by the RMA Coordinator:

Ship to: **Communication Components Inc.**  
RMA Department (RMA # \_\_\_\_\_)  
89 Leuning St.  
South Hackensack, NJ 07606

CCI strongly encourages Customers to use all original or equivalent packaging to prevent damage. Antennas should ALWAYS be shipped “Face-Up”. Failure to adequately package a return which results in shipping / transit related damages which WILL VOID the warranty. CCI is NOT responsible for in-bound return shipments that are inadequately packaged.

### **PLEASE BE ADVISED:**

CCI strongly recommends and uses Ground Based Freight Services for Antenna Products, due to handling issues resulting in damaged shipments and the exorbitant costs associated with Air Based Services... If a shipment requires Air-Service to meet Customer needs, CCI reserves the right to charge the difference between the Ground Service and Air Service shipping costs at management’s discretion. Customers will be notified in advance of shipping via alternate means and may require a P.O. to release said equipment...

## 7 RMA Turn-A-Round Times

CCI endeavors to provide prompt RMA analysis and repair of In-Warranty products. As such, CCI asks Customers to allow 2 – 3 weeks from the date of receipt and up to 30 days for the return of said product(s)...

RMA Status Inquiries can be submitted by E-Mail to: [RMASTATUS@CCIPRODUCTS.COM](mailto:RMASTATUS@CCIPRODUCTS.COM)

Alternately, you may call, M-F, 9-6 Eastern 1 (201) 342-3338 and select opt 7 to reach the RMA department.

## 8 Obtaining CCI Technical Support Assistance

CCI, has taken great care to streamline and simplify the RMA Process to the best of its ability. Unfortunately, it is impossible to foresee every possible scenario which may be encountered in the field.

For that reason, CCI's Technical Support Group and CCI's RMA and Fulfillment Teams remain committed to support any unforeseen issues encountered by our customers.

### **CCI Offers 3-Ways to Obtain or Request Technical Support**

#### **Option 1:**

CCI's Web Based Support Request Applet 24/7

Please navigate to [WWW.CCIPRODUCTS.COM](http://WWW.CCIPRODUCTS.COM) and click on the link for "SUPPORT" and choose "TECHNICAL SUPPORT" from the drop down. Be sure to include contact information, RMA #, market information as well as a brief summary of the issue encountered and urgency of the request

#### **Option 2:**

CCI Technical Support Group – E-Mail Support M-F 8a – 8p US East Coast Time

Please send all E-Mail inquiries related to Technical Support to our dedicated Support address at: [SUPPORT@CCIPRODUCTS.COM](mailto:SUPPORT@CCIPRODUCTS.COM)

Be sure to include contact information, RMA #, market information as well as a brief summary of the issue encountered and urgency of the request

#### **Option 3:**

CCI Technical Support Group – Phone Support M-F 9a – 7p US East Coast Time

Please dial: [1 \(201\) 342-3338](tel:1(201)342-3338) and choose option [6](#) to reach us.

*If you reach our automated voicemail service:*

Please clearly state your name, location, purpose of your call, a call back number and the level of urgency to your request

All messages left are then automatically forwarded to our Technical Support Group and reviewed to determine the need for a priority response.

Voicemail Support Requests are typically returned the following business day unless the caller specifically requests a priority response in the message

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