



## INGATE RMA POLICY

(North America/South America/Central America)

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1. The RMA-process must start with the customer contacting Ingate Support.

### **Ingate Support – North America**

Live support is available during office hours, Monday through Friday, from 8:00 a.m. to 6:00 p.m. EST

Help Desk Phone: 1-866-809-0002

Help Desk Email: support@ingate.com

2. Ingate Support will determine HW failure and will provide the customer with a RMA number for their broken unit (same as the Support Ticket number). Ingate support will ask for the following information:
  - a. Ingate serial number of the unit (IG-XXX-XXX-XXXX-X), located on the bottom or back of the unit.
  - b. Delivery address, including Contact Name, Phone Number, Email and Address.
3. The customer should send the unit to the address below. The package should be clearly marked with the RMA number and include a description of the hardware problem.

### **Standard One Year Warranty**

A 1 year hardware warranty is with all purchases of Ingate hardware products. In case of hardware failure for units under warranty, provided the report is received before 2PM Eastern Time, we aim for, but do not guarantee, shipment on the day the hardware failure is reported. We, ship for Next Business Day (NBD) Delivery to customer locations within the Continental United States, and for the earliest possible delivery in all other areas. Ingate is not responsible for customs or delivery delays

### **Extended Hardware Warranty**

We strongly recommend that customers purchase the “Extended hardware warranty 3yrs including NBD service”. This item extends warranty coverage for the unit from one to three years and needs to be purchased at the same time as the hardware. If the customer has bought this extended warranty service and provided that the hardware failure is reported within the three year period, and provided that the hardware failure is reported before 2PM Eastern Time, we guarantee to have a replacement unit on the customer site during the next business day if the customer site is within the continental United States. For customer sites outside the continental U.S, we guarantee that we will ship a replacement unit with expedited delivery on the same business day if we receive notice of the hardware failure before 2 PM Eastern Time. Ingate is not responsible for customs or delivery delays

**Return of Failed Hardware Units**

Customers in North America/South America/Central America must return the failed units to:

CT Distributing, Inc  
Att: Ingate RMA center  
1200 Woodruff Rd, Ste F9  
Greenville, SC 29607  
United States  
Telephone: +1 864-527-9600