



INGATE RMA POLICY

(Scandinavia/EMEA/Asia)

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

Ingate Support

Live support is available during office hours, Monday through Friday, from 8:00 a.m. to 5:00 p.m. Central European time (2:00 a.m. to 11:00 a.m. EST).

Help Desk Phone: +46-(0)8-6007766

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 problem.

Scandinavia/EMEA/Asia

A 1 year hardware warranty is with all purchases of Ingate products. In case of hardware failure for units under warranty the unit needs to be sent back to Ingate for repair in accordance with the RMA process above. The time from when Ingate Systems AB receives the unit until it is ready to be shipped back to the customer is approximately 14 days

We strongly recommend our customers to purchase a “Hardware Exchange incl. Extended warranty 3yrs” (available for Scandinavia/EMEA). This item needs to be purchased at the same time as the hardware. If the customer has bought this product and provided that the RMA is reported before 2PM we guarantee to have a replacement unit on customer site next business day. Ingate is not responsible for customs or delivery delays

All RMA units in Scandinavia/Asia/EMEA should be directly sent to:

Ingate Systems AB
Att: RMA Center
Rissneleden 45
174 44 Sundbyberg
Sweden
Tel: +46 8 6007750