



PLEASE NOTE: All information is **required**. For any questions please refer to our RMA Procedures

Date: _____ Parts must be received by Nice no more than 45 days from this date

RETURN TYPE

- Advanced Warranty Distributor PO Number(REQUIRED): _____
- Distributor Stock Replacement Distributor PO Number(REQUIRED): _____
- New Parts to Return Subject to 15% min. restocking fee; Original PO# (REQUIRED) _____

DISTRIBUTOR INFORMATION

Distributor: _____ Distributor City/State: _____
 Contact Name: _____ Contact Email: _____
 Contact Phone: _____ Return Fax Number: _____

PART INFORMATION

Part Number: _____ Quantity: _____ Description: _____
 Part Number: _____ Quantity: _____ Description: _____
 Part Number: _____ Quantity: _____ Description: _____

Operator Model: _____

Operator Serial Number (REQUIRED FOR WARRANTY RMA): _____

Technical Support Ticket Number: _____ -OR- _____

Description of Problem: _____

SHIPPING INFORMATION

Company: _____ Shipping Method – Please Check One:
 Attention: _____ UPS Ground UPS Red
 Address: City, _____ UPS Blue UPS 3 Day
 State, Zip: _____ Will Call 3rd Party - UPS Account: _____

The RMA # will be emailed to the contact email provided. This number is required on the outside of any returning box(es)



RMA Procedures (Titan Line Only)

The purpose of this document is to define the steps necessary to successfully process a claim for a replacement part. Only authorized Nice account holders are eligible to request an RMA. For details on Nice warranty policies, please refer to <https://hysecurity.com/contact-us/warranty-registration/>.

Return Merchandise Authorization (RMA)

- Nice RMA Request form, D0114, Rev. C must be completed with all required information. All previous versions of the Nice RMA form will not be accepted.
- An RMA number will be provided after the RMA request form is submitted with complete information. Missing information on the RMA request form may result in a delayed shipment.
- Nice will notify the customer of any missing information using the contact information provided on the RMA form.
- Defective parts cannot be returned to Nice for credit only. Warranty claims will receive a replacement item equivalent to the defective part returned to Nice.
- On the RMA form Nice distributors/dealers must specify the type of return:
 - **Advanced Replacement RMA** - This type of return is used when Nice provides an advanced replacement of a suspect warranty part before the suspect part has been returned to Nice. An invoice for the part and outgoing freight will be issued referencing the purchase order number provided. Credit is issued only after the suspect part has been returned, inspected and approved as defective. Nice reserves the right to supply used or reconditioned material for all warranty advanced replacement claims.
 - **Warranty Stock Replacement RMA** - This type of replacement is used when the distributor/ dealer advances a replacement part to the end user and needs to replace their stock. A replacement part is sent only after the suspect part is returned and approved as warranty. An invoice and credit for the part will be issued upon shipment of the replacement part. Nice reserves the right to supply used or reconditioned material for all warranty stock replacement claims.
 - **Return of New Parts** - This type of return is used when the distributor wants to return parts that have not been used in an operator. This type of return can occur when a part was ordered incorrectly by the distributor/dealer, when a distributor/dealer has an overstock, or for upgrading parts. Credit for returning new parts will be equal to the amount invoiced when the item was originally purchased. Freight will not be credited. Non-warranty returns may be subject to a 15% minimum restocking fee.
- After the RMA has been processed, Nice will send the RMA number via email to the distributor/ dealer email provided.

Reconditioned Parts

- Nice reserves the right to supply used or reconditioned material for all warranty claims.
- Nice replacement parts (whether new or reconditioned) carry a one year warranty from the date that the product was shipped from Nice or for the duration of the original operator warranty, whichever is longer.



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RMA Procedures

- **Nice highly recommends that distributors/dealers stock common refurbished parts to use for warranty claims.**

Shipping

- Warranty replacement parts are shipped F.O.B. Olive Branch, MS and will be shipped "ground" unless otherwise specified.
- Ground orders will ship within 24 hours if received before 2:00PM EST. All air shipments will ship same day if received before 2:00PM EST (11:00AM EST for assemblies).
- In the event that Nice is unable to ship on schedule, the distributor will be notified of the expected ship date.
- **Nice covers standard ground freight charges for all replacement parts to be shipped to the distributor or end user, but is not liable for the freight charges to return defective parts.** All expedited freight charges will not be covered by Nice and will be paid by the requested distributor/dealer. Nice encourages distributors to stock the most common parts to avoid high expedited freight charges and/or possible order delays.
- **Nice does not authorize the use of our shipper's billing account number for any returns to Nice. Unauthorized use of our account numbers will result in an invoice for all freight charges.**

Warranty Denials

- All warranty returns must be received by Nice within 45 days of the Advanced Replacement Parts invoice to be eligible for credit.
 - Email alert notification will be sent at 15 days prior to the denial of RMA's if suspect part has not been returned to Nice.
 - If a RMA expires, the distributor/dealer can submit a new RMA form to receive a replacement part. The previous RMA cannot be reopened/ recreated and credit for the original RMA will not be issued.
- Returned warranty parts that have been disassembled, assemblies missing parts, or parts damaged due to poor packaging, may be rejected for warranty credit consideration.
- Items returned to Nice shipped collect or without an authorized RMA number clearly displayed on the outside of the package will be refused and returned to the sender without notice.
- Distributors and dealers must indicate whether a warranty-denied defective part is to be discarded or returned (at the expense of the distributor/dealer). In the absence of notification, failure to respond by the reply required date will be interpreted as implicit permission to impound aforementioned part(s) and dispose of them accordingly.