

## Wonderware Hardware Support and Depot Repair Program

**Repair Program: For warranty terms, refer to the maintenance contract.**

In the event the equipment is not under manufacturer's warranty, all actual cost of repairs, once obtained from the OEM, will be quoted to you prior to any repair being made by the OEM. Repairs will not be done until Wonderware is provided with your Purchase Order or credit card providing your approval of the repair.

For Administrative purposes, Wonderware requires a Return of Merchandise Authorization ("RMA") prior to returning a device to one of our Repair Depots. To obtain an RMA on your behalf, we request that you provide us necessary information, to include the device model number, serial number, reason for the repair request and return mailing address. Wonderware repair requests should be e-mailed to Wonderware at the following address: [mobilesupport@wonderware.com](mailto:mobilesupport@wonderware.com).

### RETURN AUTHORIZATION

- **WHAT IS AN RMA?**  
A Return of Merchandize Authorization (RMA) is a record number provided to track all equipment submitted for repairs. The RMA allows the Receiving Docks and staff to know specifically whom the equipments belongs to, why it's being returned, and where to submit return after repairs.
- **WHEN DO I NEED AN RMA?**  
An RMA is required for all equipment submitted for repairs. If equipment is shipped without an RMA the equipment will be returned to you thus delaying your turnaround time for the repair.
- **HOW DO I OBTAIN AN RMA?**  
The most efficient method in requesting an RMA is by an email sent to [mobilesolutionssupport@wonderware.com](mailto:mobilesolutionssupport@wonderware.com) with "RMA Request" in the subject line. You are asked to provide the equipment model number, serial number and reason for request for repair. You should provide your contact information as well as a shipping address for return of items after repair. *Follow the RMA Guidelines provided for each individual equipment type.*
- **HOW WILL I RECEIVE MY REQUESTED RMA?**  
Your RMA will be emailed to you 24 to 48 hours after your initial request has been submitted.

- **WHAT INFORMATION WILL MY RMA PROVIDE?**  
Your RMA will provide shipping information and in some cases serves as a packing slip. It will also include some information provided in your request for verification purposes (i.e. serial numbers).
- **WILL THE RMA INDICATE THE COST OF REPAIR?**  
No the RMA will not included actual cost of repair information. Should your repair **not** fall under warranty, the **cost of repair will be quoted** to you prior to any repair work being done. Repairs will only be authorized on your behalf if Wonderware receives a Purchase Order or Credit Card, thus reflecting your approval of the repair.
- **DO I HAVE TO USE WONDERWARE FOR THIS SERVICE OR CAN I GO STRAIGHT TO THE MANUFACTURER?**  
You do not have to use Wonderware for this service. We can provide you the contact information to the manufacturers allowing you to procure the RMA, track the status of the repair, test the device upon receipt, etc.