



Return Merchandise Authorization (RMA) Process

Updated on Feb 8th, 2021

By starting the RMA process described below, the Customer recognizes that the SpinetiX Repair Team is competent and solely responsible to analyze the returned Product and decide the status of the RMA, and agrees to accept the decision emitted by SpinetiX.

1. The RMA procedure

1.1 The Customer contacts the SpinetiX Support Team (support@spinetix.com) regarding the Product that is not properly functioning. While reviewing the case, SpinetiX Support Team may request additional information or suggest additional diagnostic steps to ensure that the Product is not returned for repair unnecessarily.

1.2 If the SpinetiX Support Team concludes that the malfunction cannot be solved remotely, it acknowledges that the Product needs to be returned for repair and sends the RMA number and detailed shipping instructions.

1.3 The Customer returns the Product according to the instructions received from SpinetiX. See [section 2](#) for more details.

1.4 The SpinetiX Repair Team analyses the received Product to establish the defect and the status of the RMA. See [section 3](#) for more details.

1.5 SpinetiX notifies the Customer about the result of the analysis and, if it is the case, provides detailed billing instructions. See [section 4](#) for more details.

1.6 If any fees are required to repair or replace the product, or the Customer has pending payments towards SpinetiX, then the RMA process is paused until the Customer complies with his financial duties towards SpinetiX. See [section 4](#) for more details.

1.7 If no payment is required, the defective Product is repaired or replaced with an equivalent Product. A fully functional Product is sent to the Customer.

1.8 The Customer shall acknowledge receiving the Product, shall verify that it is fully functional or report any issues within 15 days. After that period, the RMA process is considered accepted and closed.

2. Product shipping

2.1 The Customer shall send the defective Product to the address provided by SpinetiX, using packing materials that provide the same or greater protection from inherent shipping shocks, as the original packaging.

2.2 The Customer is responsible for the safe shipment of the defective Product to the provided address. Any damage and / or subsequent failure of the Product related to inappropriate packaging might result in declaring the received unit as “Out of Warranty”. See [section 3d](#) for more details.

2.3 SpinetiX is not responsible in any way for lost/misdirected packages or for the damage incurred during shipping to the SpinetiX Repair Center. It is recommended to send the package with insurance and to provide shipment date and tracking details to SpinetiX (store@spinetix.com).

2.4 The Customer shall write the RMA number issued by SpinetiX on the transportation documents. SpinetiX reserves the right to return a Product without a valid RMA number to the Customer at its charge without any test or repair being conducted.

2.5 The Customer shall not return the external power supply unit (PSU) as that is not covered by the Product Warranty. SpinetiX reserves the right to classify a Product returned due to an external PSU related fault as “No Trouble Found”. See [section 3c](#) and [section 5](#) for more details.

2.6 SpinetiX may use its preferred carrier to return a Product back to the Customer.

2.7 If a shipment is planned for the Customer and that would not excessively delay the turn-around time of the RMA process, SpinetiX reserves the right to add the Product to that shipment.

3. The possible statuses of the RMA

Following the analysis of the returned Product, SpinetiX establishes and notifies the Customer about the status of the RMA, as one of the following:

- a) Dead on Arrival (DOA)
- b) Under Warranty (W)
- c) No Trouble Found (NTF)
- d) Out of Warranty (OOW)

3a. The “Dead on Arrival” status

3a.1 The RMA is classified as “Dead on Arrival” (DOA) if (i) the Product was received incomplete or damaged and/or it failed within its first 24 hours of operation, and (ii) SpinetiX

was notified of the damage/failure according to Article 6. Acceptance of SpinetiX Players/Return of Defective SpinetiX Players of the General Terms and Conditions of Sale.

3a.2 SpinetiX may proceed to advance replacement of the defective Product with a new or equivalent Product, subject to the defect being confirmed by SpinetiX Repair Team upon receiving the DOA Product.

3a.3 SpinetiX shall cover for the handling and transportation fees for both the defective Product and replacement Product, subject to using SpinetiX preferred carrier.

3b. The “Under Warranty” status

3b.1 The RMA is classified as “Under Warranty” if the claim is done within the period defined under the Hardware Standard/Extended Warranty conditions, according to Article 9 and Schedule 1 of the General Terms and Conditions of Sale, and the SpinetiX Repair Team can reproduce the failure reported by the Customer.

3b.2 SpinetiX reserves the right to replace a defective Product that cannot be repaired with a reasonable effort, with a fully-functional equivalent Product, including a refurbished Product.

3b.3 SpinetiX shall cover for the handling, repairing, and transportation fees to return the Product to Customer.

3c. The “No Trouble Found” status

3c.1 The RMA is classified as “No Trouble Found” if: (i) the returned Product is fully functional (ii) the SpinetiX Repair Team is not able to reproduce the failure reported by the Customer; (iii) the fault is due to an external power supply.

3c.2 Customer shall cover for the handling and return transportation fees of an NTF Product.

3c.3 After 90 days, SpinetiX is entitled to dismantle and recycle a returned NTF Product, according to the local regulations, at no fee for the Customer.

3d. The “Out of Warranty” status

3d.1 The RMA is classified as “Out of Warranty” if the defect originates from: (i) improper or inadequate installation, use, or maintenance; (ii) actions or modifications by unauthorized third parties or you; (iii) accidental or willful damage; (iv) external power supply; (v) internal memory medium.

3d.2 SpinetiX may, in its sole discretion, propose a repair/replacement Service to the Customer, either itself or through any third-party subcontractors.

3d.3 After 90 days, SpinetiX is entitled to dismantle and recycle a returned OOW Product, according to the local regulations, at no fee for the Customer.

4. RMA Fees

4.1 The transportation costs, including custom duties and taxes, to return a defective Product to SpinetiX shall be at the Customer expense, with the sole exception of "Dead on Arrival". See [section 3a](#) for more details.

4.2 The transportation costs to return a fully functional Product to the Customer, shall be at SpinetiX expense for "Dead on Arrival" and "Under Warranty" cases, respectively at Customer expense for "No Trouble Found" and "Out of Warranty" cases.

4.3 SpinetiX shall notify the Customer of any fees related to administration, repair, replacement, handling, or transportation costs, as well as the payment terms and instructions, by official communication before executing those actions.

4.4 In case the Customer does not accept the RMA fees, SpinetiX is entitled to void the Product Warranty and to close the RMA procedure. After 90 days, SpinetiX is entitled to dismantle and recycle the Product, according to the local regulations, at no fee for the Customer.

5. General

5.1 SpinetiX provides a best-effort repair service; the average turn-around time for the RMA process is four weeks, subject to transportation delays. SpinetiX cannot be held responsible for any prejudice or damage that a longer RMA procedure may cause to the Customer.

5.2 SpinetiX Player Warranties do not apply to the external power supply unit, nor the internal memory medium, according to Article Schedule 1 (5. Exclusions) of the General Terms and Conditions of Sale.

5.3 Any attempt to open the Product by the Customer or by any unauthorized third party voids the Warranty and, consequently, the Product is considered as "Out of Warranty" from that moment on.