

RMA Procedure

In case you have a Product that seem to be defect please use our RMA Form on our Website:

<http://netmodule.com/support/rma.html>

Please provide the serial number of the Product.

Also be specific as possible what the symptoms are:

- What area is affected by the defect: Connectivity, Power Loss, etc.
- Do you still have any lights on the LEDs
- Can you still connect via Ethernet
- If possible please provide a techsupport File of the Product
- Do you see any mechanical Issues: Loose Screws, Big Dents etc.

After opening the RMA Case will give you an answer shortly how to proceed with your issue

Do not send anything without opening a RMA Case and the RMA was verified by use.

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