

# FIREYE®

## WARRANTY RETURN PROCEDURE

All warranty claims must be initiated by either an authorized Fireye Distributor, or by an authorized Fireye OEM. The following describes the warranty claim procedure.

1. Download a Return Authorization (RMA) request form from the Fireye website ([www.Fireye.com](http://www.Fireye.com)), complete the form and fax to “Fireye Customer Service Dept.” at (800-647-4740).
  2. Fireye will fax back a Return Material Authorization (RMA) Number.
  3. Upon receipt of a warranty RMA request, Fireye will, at its own cost, ship a no charge replacement unit (UPS ground only) for the in-warranty product(s).
  4. The Distributor/OEM must include a copy of the faxed RMA form inside the box with the material to be returned and mark the outside of the box with the RMA number.
- \* If the product being claimed under warranty is not received back at Fireye within thirty (30) days following the assignment of the RMA number,  
or
  - \* If Fireye determines that the product is not covered by the Fireye warranty policy (e.g., obvious water damage, out of warranty period, etc.),  
or
  - \* If the product is tested and no fault is found with the product, **the Distributor or OEM will be invoiced at their cost for the replacement part (sent at n/c) including any shipping costs.**



## Return Material Authorization (RMA) Request Form

**RETURN BY FAX TO:**  
 Fireye Customer Service Dept.  
 Fax: 1-800-647-4740  
 (no cover letter is required)

Required fields are shown in RED with an asterisk.

To request an RMA number, fill out this form *completely*, print (landscape), and fax it to the Fireye Customer Service Department.  
 We will then fax you an RMA Acknowledgement form. A copy of that form must accompany the material being returned.

<b>Date</b>				<b>Type of RMA Request *</b> (Check one)
<b>Person making Request *</b>				
<b>Company / Distributor / OEM Name *</b>				
Address				
Phone number				
<b>Fax number *</b>				
New Purchase Order No. (See Notes 2 & 3)				
Project Reference / End-user name				
(See Note 4)				
<b>Qty.*</b>	<b>Part Number *</b>	<b>Date Code *</b>	<b>Detailed Description of Failure / Reason for Return*</b>	

Warranty Return

Credit   
 (See Note 1)

Original PO No. \_\_\_\_\_

Test Report   
 (See Note 2)

Repair Firetron Analyzer   
 (See Note 3)

Repair Nexus Equipment   
 (See Note 3)

Comments: \_\_\_\_\_

- Notes:**
1. If a **CREDIT** is requested, you must provide the original purchase order number. Credits are only authorized for NEW, UNUSED equipment, in unopened packaging.
  2. A request for **TEST REPORT** is subject to a \$75.00 (net) test fee, per part. A purchase order must accompany the request for test.
  3. A purchase order must accompany a request to **REPAIR** equipment.
  4. Fireye's four-digit **DATE CODE** is marked on each product (year, then week of manufacture, e.g. 0817).

For Fireye Use Only	
<b>Account</b>	
<b>Sales Order</b>	
<b>RMA</b>	