Guidebook For RMA Request

H3C Technologies Co., Ltd.

H3C

The Leader in Digital Solutions

Section 1: Objective

H3C Spare Parts Center has launched spare parts management system in mainland China and Hong Kong area since Feb. 2004. This system is successfully managed by H3C and has been tested by millions of customers and distributors, thus H3C has full confidence to implement the use of this system in other overseas countries and provide convenience to millions of overseas customers.

Scope of Implementation: Distributors and contract customers

Use of the system: RMA request, RMA status tracing, RMA overall review

Section 2: Definition

1. Basic Warranty Service

   End User or Distributor send the defective part to H3C local Center after the confirmation of RMA request, H3C will responsible for arrangement of the replacement to End User or Distributor's designated shipping address within next business day of the receipt of defective parts from H3C Hong Kong or Hangzhou distribution center.

   Note: The actual arrival time may be differ according to the actual condition of transportation.

   3Com products shall not be applicable by this turnaround time promise and shall be regulated by 3Com's global service promise.

2. 5*8*NBD Service

   H3C arrange shipment for the requested replacement to Contract User or Distributor's designated shipping address as described in the RMA request form within the next business day of the issue of RMA number.

   RMA request shall be verified by H3C within 1 business hour of the RMA request.

   RMA number verified after 4 p.m. shall be regarded as the request in the next business day, thus shipment shall be fulfilled in the day after next of the RMA number issue.

   Defective part shall be returned to H3C local Center at customer's cost within 15 days of the receipt of replacement. H3C has the right to terminate the contract service if contract user fail to return the defective part within H3C's regulated time.

3. 5*8*4 Service

H3C arrange shipment for the requested replacement to Contract User or Distributor's designated shipping address as described in the RMA request form within 4 business hours of the issue of RMA number.

RMA request shall be verified by H3C within 1 business hour of the RMA request.

RMA number verified before 4 p.m. shall normally be fulfilled within the same business day, while RMA number verified after 4 p.m. shall be delivered before 12p.m. of the next business day.

Defective part shall be returned to H3C local Center at customer's cost within 15 days of the receipt of replacement. H3C has the right to terminate the contract service if contract user fail to return the defective part within H3C's regulated time.

4. 7*24*4 Service

H3C arrange shipment for the requested replacement to Contract User or Distributor's designated shipping address as described in the RMA request form within 4 hours of the issue of RMA number.

RMA request shall be verified by H3C within 1 hour of the RMA request.

Defective part shall be returned to H3C local Center at customer's cost within 15 days of the receipt of replacement. H3C has the right to terminate the contract service if contract user fail to return the defective part within H3C's regulated time.

Note: For urgent RMA request s such like 5*8*NBD, 5*8*4, 7*24*4 service, customer's telephone notice of the request is needed.

5. DOA (Dead On Arrival)

In the case that products fail to function well within 30 days of the delivery to End User and complies with H3C's warranty procedures, the defect shall be defined as DOA (Dead On Arrival). H3C shall, at its sole option and expense, replace the defective Product or part with a new equivalent product or part.

The replacement shall be delivered from H3C Hong Kong or Hangzhou Distribution Center within the next business day of receipt of defective part.

Section 3: Operation Flow

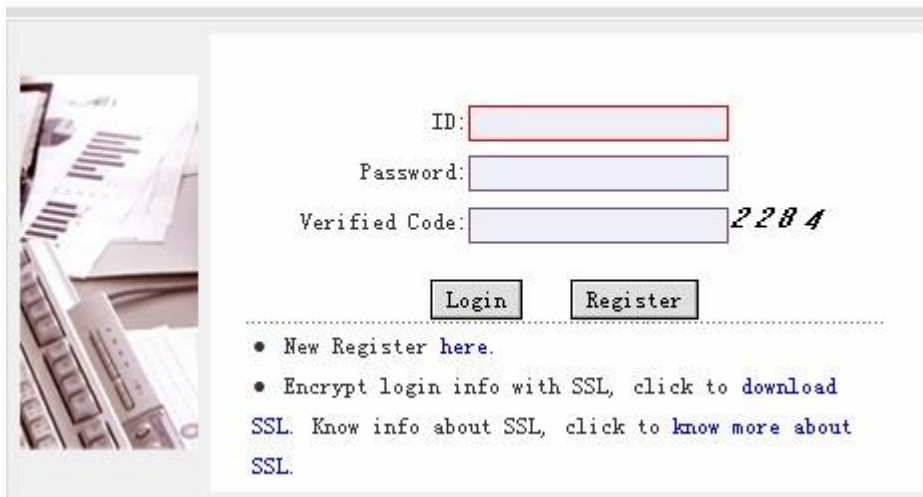**RMA Request Flow**
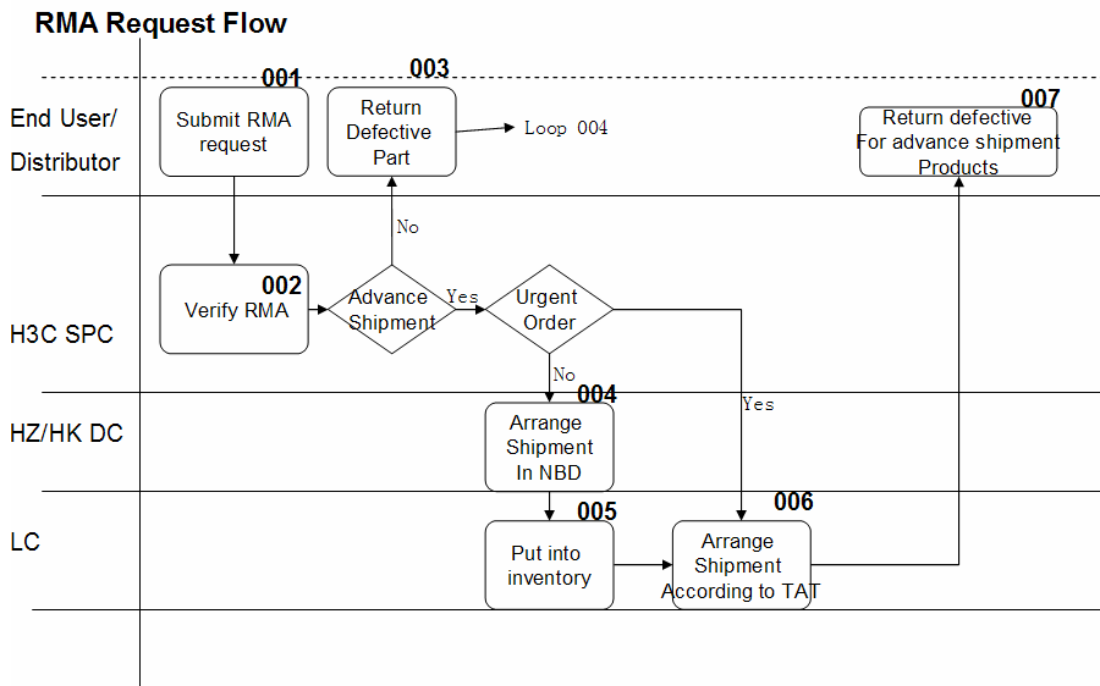
Section 4: System Operation Guide

1. Register

    Visit http://rma.h3c.com/spms_outter/index2.jsp to register as a user in

    H3C Spare Parts System. Any error in display, please click `English|` to

    get correct display screen.

    Click `Register` to access login page.

    Put correct information as the system request and click `OK` to submit the registration information
   to H3C.

H3C Spare Parts Center will confirm the registration information and system will send login name

and password to the contact E-mail account.

2. Login

Use the login name and password to login H3C Spare Parts Management System.

Log in to see the homepage for H3C Spare Parts Management System.

Click   Home   in the left side to return to the hompage in any action in this system.
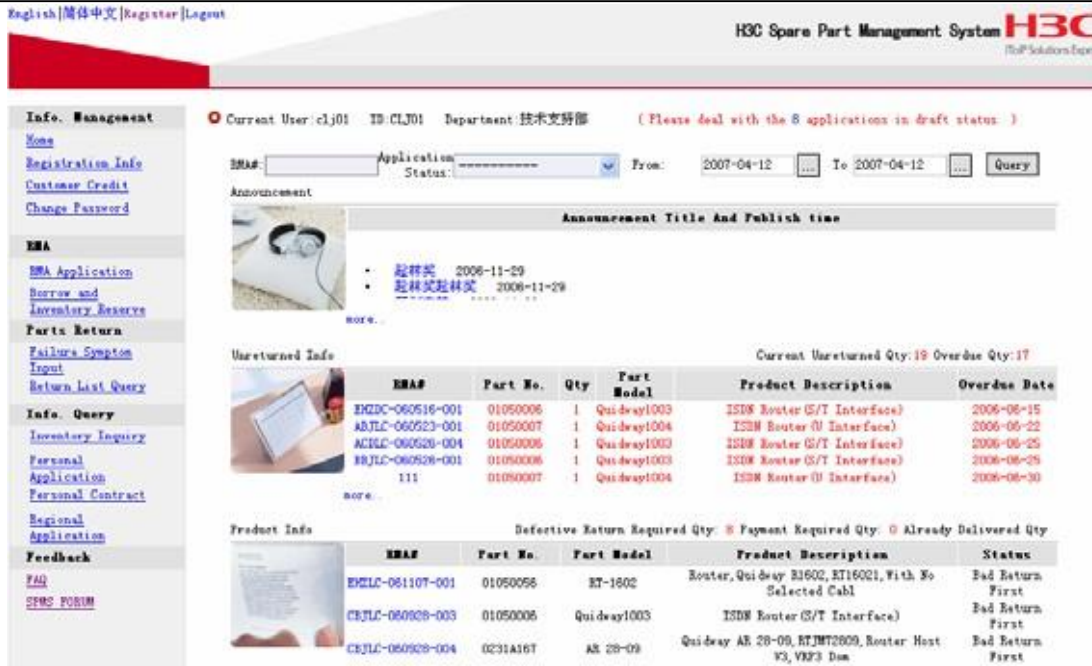
3. Change information

Click **Registration Info** to enter the modify registration information webpage. Registration information will be displayed, and customer can change the information according to actual usage information.

Click **Add Consignee** in the modify registration information webpage to add more frequent consignee information.

Choose the consignee name that modification is required. Click **Modify Consignee** to modify the chosen consignee information.

4. See Own Credit Level
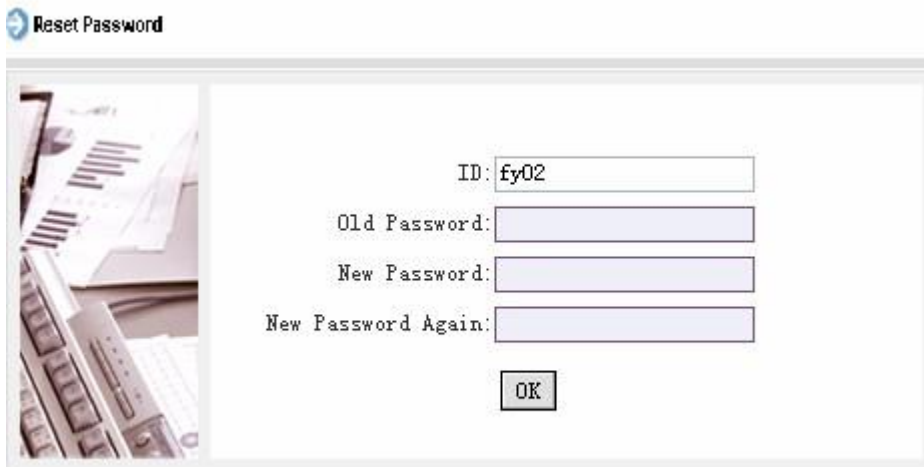
Click **Customer Credit** to enter the credit level inquiry page. This page will tell you the service level

you are allowed to enjoy and the current credit level for you. The initial credit level is B, and the initial credit score is 80. The credit level and score will be adjusted by H3C according to the RMA performance of the user.

5. Change password

Click **Change Password** to enter change password webpage.

Put current password in the corresponding column, and insert new password twice, and click **OK** to change the password.

6. Submit RMA Request

Click **RMA Application** to access RMA request webpage.

Select the consignee for the current RMA request, and the detail information for this consignee will automatically shown on the page.

Put all the information in the insert information column, the information marked with * shall be compulsive and must be filled.

Choose the failure symptom as by choosing the correct failure symptom, if none is correct, please choose others and describe clearly in detail.

For return reason, failure in network operation means the normal failure of function in normal operation environment. DOA means dead on arrival for new sold products. Repeat repair means replacement unit fail to function well within 3 month of the replacement. Accident damage means products fail to function well because of accident such like strike, storm, man-made damage, etc.
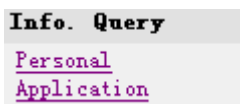
Click   Add To List   to add the RMA request information into RMA application list. Click

Submit   to submit RMA request or click   Save as Draft   to save the request as a draft and maintain the request to submit in the next time.

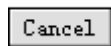| *** Failure Symptom** (Multiple Choices Allowed):		
Startup Exception		
☐ Power supply damaged	☐ Power supply indicators light abnormal after power-on	☐ Fail to start-up (no message on terminal)
☐ Display abnormality or no passed while Starting-up	☐ No response while Starting-up	☐ Reboot repeatedly, not solved after upgrade
Runtime Exception		
☐ Fail to upgrade application software or BootRom	☐ Router reboots repeatedly after upgrade	☐ Run unstably and loose connection frequently, not solved after upgrade
☐ Fail to save the new configuration;	☐ specially protocal or function can't realize	☐ No response while Runing
☐ All indicators light all along	☐ LAN port failure	☐ Physical layer of WAN port down
☐ Optical port failure	☐ Port damaged	☐ Certain chip on the module burned
☐ Damaged by lightening strike (charge)		
Extend Slot Exception		
☐ Can't detect the module in the relevant mainframe slot	☐ Expansion board or operation board can't register	☐ Expansion board or operation board have physical damaged
其他		
☐ Cable damaged (charge)	☐ Surface damaged or other contrived damage (charge)	☐ Others (Please describe clearly in the failure symptom detail)
* RunTime Environment :		
☐ A/C In Room	☐ No A/C In Room	☐ A/C Outside Room
☐ No A/C Outside Room	☐ Other Special Evironmental Condition	
* Failure Symptom And Runtime Detail Description (Max length:250)		
* Return Classfication:		
☐ Failure In Network Operation	☐ DOA	☐ Repeat Repair
☐ Accident Damage	☐ Others	

7. RMA status tracing

Info. Query

Personal
Application

Click _____ to check the all RMA in all status including draft, need verify, verified but not completed and completed.

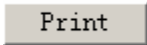Choose the right status or choose the right request date duration to find the request you want to find.
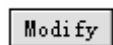
For RMA in draft status, click **Modify** to enter the RMA request page again, and modify the RMA information to submit the RMA or click **Cancel** to cancel the draft.

To print the RMA approve notice, click **Print** to preview the RMA print page, and click **Print** in the bottom of the print page to make it connect to printer.

8. Related information in the home page.

Announcement: Get some latest news from spare parts center.

H3C will regularly announce spare parts policy, spare parts related information and system information here. Please keep an eye on this and you will enjoy working together with us.

Unreturn Info.: Remind you for the unreturn information related to your account.

For the customer we provide advance replacement service, we will remind them for the unreturn information of the defective parts. So that customer can have a clear idea of the unreturn info. at any time accessing our system.

Product Info.: Let you know the news for your recent RMA request.