



RMA Policy & Procedure (B2B)

If an Azulle product is found to be at faulty or verified as malfunctioning, within 1 year of the purchase date, it is entitled to an RMA (Return Merchandise Authorization) claim so it can be repaired or replaced. To begin, you can complete the following steps:

- Contact Azulle through www.azulletech.com or call our technical support team at 786-233-6769 ext. 1 (Azulle's office hours are Monday – Friday 9AM – 5PM EST.)
- Azulle will provide a link to create an RMA Ticket or you can create the ticket directly at <https://bulkrma.azulletech.com/>
- Azulle will determine if the RMA ticket can be approved based on the status of your warranty.
- If and when your RMA ticket is approved please return the unit to Azulle:
 - Please return the unit securely packed to avoid damage during the transit.
 - Kindly include all original accessories including the power adapter, any cables and/or HDMI extenders as well to ensure they are not causing the issue you are experiencing.
 - **Please clearly mark the RMA number on the package.**
 - If your computer is locked with a password, removing the password or providing this information will expedite the return process.
- Once Azulle receives the unit, Logistics will update the RMA ticket, notify you of the unit's arrival and reassign it to the IT team for testing.
- The IT team will test the unit and will update the RMA Ticket with the testing results.
- Azulle will update you with the testing results and inform you of the resolution of your ticket.
- Please keep in mind that throughout the RMA process you will receive email notifications with status updates.

Based on the testing results, a solution can be made, as follows:

- **If your unit is DEFECTIVE and:**
 - Within the 30-day warranty – you are entitled to a full refund, if requested, or a NEW unit will be shipped out and Azulle will cover the shipping fees.
 - Not within the 30-day warranty but:
 - Within a 1-year warranty – you can receive a replacement and Azulle will cover the shipping fees.
 - Not within a 1- year warranty – Azulle can offer you the option to buy a replacement device.
- **If the unit is NOT DEFECTIVE and:**
 - Within the 30-day warranty – you are entitled to receive a partial² refund, if requested. Note: a restocking fee of up to 15% can be applied. Or a replacement device can be shipped out and Azulle will cover the shipping fees.
 - Not within the 30-day warranty – unfortunately, a refund is not applicable. You will receive your device back and you will be responsible for the shipping fees.

Shipping and Handling

- Logistics will pack the replacement, repaired or original unit in a suitable package.
- Any devices being shipped back to you will be sent as an equal exchange; all items sent in with your device will be shipped back to you. For example, if you shipped your device to us with any accessories you will receive a device and those accessories, if only a device was sent in, you will only receive a device.
- The RMA number and quantity will be clearly marked on the packing slip.
- You will receive an email notification with the resolution for your RMA ticket along with your tracking number.

Minus the shipping fees as shipping fees are non-refundable.

² If the original device was indeed a new device when purchased. Not applicable for used product purchases.