

JANAMCARE NOTE: FAQs for Service & Repair

Contact: janamcare@janam.com

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Please review the following information before generating an RMA (Return Merchandise Authorization) to return product for repair.

IMPORTANT NOTES:

- An RMA number is required for all repairs. We cannot accept any product for repair or warranty without an RMA number.
- Prior to generating an RMA, please consult the *Helpful Documents and Guides* section of Janam.com (<http://www.janam.com/support/janamcare-documents>) for tips on how to resolve common issues.

1. How do I return my product for repair?

If, after taking steps outlined in the *JanamCare Troubleshooting Guide*, the issue still persists, please begin the RMA process by logging into the JanamCare Premium Service Portal.

If you have a product in need of repair, you will need to generate an RMA (Return Merchandise Authorization) Case to return the product to the service center. The RMA Case number becomes the product's repair identification number, enabling efficient handling and status tracking. You may view, create and track your repairs through the Cases section of the website.

To generate an RMA case, click the "Cases" tab then click the "Create New Case" button:

- Step 1**
- a. Select your appropriate service center location:
 - For customers in North America and Canada, select the JanamCare North America Service Center.
 - For customers in EMEA regions, select the JanamCare EMEA Service Center.
 - b. Enter your return shipping address. You may choose:
 - *Default Address* – Your repair will ship to the default shipping address as listed in your profile.
 - *Saved Location* – You may use the Location search box to select a previously saved Location. When you select a saved location, the address will automatically load once the RMA case is saved.
 - *Other* – Enter a new address in the text field provided.
 - c. Choose your preferred shipping method and enter a Courier Acct# if you prefer expedited shipping.
 - d. Complete the RMA case form and be sure to include the product type, serial number, a detailed description of the issue and indicate whether the product has any physical damage.
 - e. Click submit.

- Step 2** Once you have completed the form, an RMA# will be assigned. You will receive an email with the RMA# and shipping instructions.

- Step 3** Print the RMA confirmation email from step 2.
- Step 4** Prepare shipment of product(s) for repair. Please include the following required documents along with product(s) for repair in the package:
- Confirmation email
 - Original invoice or purchase receipt*
- Step 5** Clearly mark the outside of the package with the RMA# to ensure proper routing and timely processing.
- Step 6** Ship the package to the JanamCare Service Center as indicated on your RMA confirmation email using your preferred carrier.

* If you believe the product is within the standard warranty period, provide an original invoice or purchase receipt for warranty verification and registration.

2. Where should I ship the products for repair?

The JanamCare North America Service Center is located at:

JanamCare North America Service Center
100 Crossways Park West
Suite 105
Woodbury, NY 11797

The JanamCare EMEA Service Center is located at:

JanamCare EMEA Service Center
Unit D1, Arena Business Centre
Holyrood Close
Poole BH17 7FJ
United Kingdom

(Please note that we cannot accept any product for repair or warranty without an RMA#.)

3. Will I receive a shipping label to ship my product for repair?

No. Customers are responsible for shipping product(s) to the Service Center. JanamCare covers the cost of return shipping of the repaired product(s) via UPS Ground or equivalent. If you would like to expedite shipping of repaired items, please include your courier information on your RMA request or send an email with your courier acct#, billing zip code, and preferred shipping method to janamcare@janam.com. If outside the United States, international shipping charges may apply.

4. Is my product covered by warranty?

Janam warrants its products to be free from defects in materials and workmanship for one year from date of purchase. All Janam XG3, XM2-RFID, XM5, XM70, XM75, XT1, XT2, and XT100 series products purchased after January 1, 2016 come with a standard warranty of two (2) years. Our complete warranty policy can be found at: <http://www.janam.com/support/warranty-information>. To verify warranty, we will request a copy of the original invoice or purchase receipt, so please have this document handy for when a JanamCare representative contacts you.

5. How will I know if my repair is not covered by warranty?

If the repair is not covered by warranty, JanamCare will prepare an estimate and send you an email with the repair estimate and a link to an online credit card authorization form. To accept the charges and authorize the repair, click on the link provided in the estimate email and complete the credit card authorization. If a response to the estimate is not received within 14 days, the RMA will be closed and your product(s) will be shipped back to you.

6. How can I track the status of my repair online?

To track the status of a repair, please log in to the JanamCare Premium Service Portal (<http://www.janam.com/janamcare-repair.html>) and click the Cases tab. You will be able to look up your RMA# and check the status by clicking on the RMA#. For further assistance, please send a status request email with the RMA# to janamcare@janam.com.

7. I lost my stylus/need a replacement accessory.

Contact your reseller for pricing. You can also find a listing of Janam certified resellers at: <http://www.janam.com/partners/find-a-partner>.

8. How do I request my Spare In The Air?

If you have purchased Premium Plus service coverage, you are entitled to a Spare in the Air product to be shipped to you in advance of your return. JanamCare will do its best to accommodate customers with as similar of a spare product as is available. To request your Spare, please make sure to select the appropriate check box on the RMA form. Please note: the serial number must be registered to a valid and active service contract. Your spare will ship the day your RMA request is received via UPS Ground.

9. I need Janam product OS updates and ROM information. Where do I find them?

JanamCare's support and repair websites operate independently from Janam's Product Zone. You can find ROM images, development tools (SDKs) and product information by logging in at: <http://www.janam.com/product-zone-login>. To request a login, email janamcare@janam.com with PZ Login in the subject line. For return and repair, please visit: <http://www.janam.com/support/service-centers/north-america>.

10. I have a general support question, not necessarily a product in need of repair.

Send us an email at janamcare@janam.com or call +1.866.915.5311 for technical support.