



## RMA Procedure Aptos Solar Technology, LLC

### Objective:

Define the process for returning material to Aptos Solar Technology LLC ("Aptos"). This procedure specifies the tracking and update protocol required for a valid return to customer or inventory account(s).

### Associated Documents:

RMA FORM: AST\_RMA\_XXXXXX

### RMA Filing Procedure:

1. Customer(s) may submit written requests through [warranty@aptossolar.com](mailto:warranty@aptossolar.com). Upon company receipt, an RMA number will be generated and given to the customer in the form of *AST\_RMA\_XXXXXX*. The contact information for detailed warranty is found on the Aptos web page <https://www.aptossolar.com/warranty>.
2. Customer(s) will receive a RMA number via email and will be informed that the RMA process has a turnaround time of 30 days starting from the creation of the RMA number.
3. The warranty administrator will request a detailed description of the reason for filing a warranty claim. Descriptions may include pictures, videos, and other evidence of valid reason for return.
4. Once the warranty claim is approved, the administrator will provide the customer with the RMA form with the RMA number.
5. The customer will be required to fill out the RMA form which includes the information below:
  - Company Name
  - Company Address
  - Contact Email
  - Photos of the serial numbers, front and back of panel, monitoring platform



- Contact Phone
- Part Number of Warranty Claimed
- Description of Product
- PO Number
- Serial Number
- Reason Code

6. After receiving the completed RMA form, it will be documented and shared with the Finance Department who generate credit memos to customers if applicable.

**Warranty and Credit Procedure:**

1. Following RMA filing, the customer will receive a credit or replacement for the claimed product.
2. Customers purchasing through a distributor, please work with your distributor to replace your panel or received a credit memo. Aptos will issue a credit memo to your distributor for warranted panels.
3. Customers purchasing directly from Aptos will be issued a credit memo on warranted panels. If replacement panels are requested, Aptos will try to accommodate; however, replacement panels are subject to product availability given customers' project timeline.