



## RMA AND WARRANTY POLICY

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Segue's goal is to provide the highest level of service possible to its customers. In order to expedite the Return Material Authorization (RMA) process, please adhere to the following requirements:

### ORIGINAL PACKAGING:

- All products shipped in an OEM container, must be returned in the original OEM container.

### RETURN MATERIAL AUTHORIZATION:

- All products being returned to Segue must have a Segue issued RMA number.
- An RMA Form can be obtained by calling our Customer Service RMA Department at 949-589-5040 or by emailing [rma@seguecorp.com](mailto:rma@seguecorp.com).
- The original invoice number, Segue part number, serial number, full description for the defective product and shipping charge recovery method must be included. There are no exceptions; an RMA number will not be issued without ALL the requested data.
- The RMA number shall be **clearly** marked on the outside of the box.  
**Any returned product not referencing an RMA number will be refused.**
- Standard Warranty period is 90 days unless otherwise specified on your sales document(s) issued by Segue.
- Product must be returned within 15 days from issue date of the RMA number or your request will be cancelled.
- We cannot accept RMA's shipped back "COD" or freight-collect, these shipments will be refused (all incoming shipments are at customer expense).
- A signed proof of delivery will be required on all lost package claims.

### CREDIT FOR DEFECTIVE PRODUCT

Once the product is received, it will be tested, and credited appropriately.

- Credit will only be issued for defective items. **Products found to be not defective will be returned to the customer at the customer's expense.**
- Customer must provide a shipping account number or credit card authorization to charge for the return shipping fees. If a credit card payment is authorized, Segue will ship best-way.
- Where applicable return shipments shall be bundled with a customer's subsequent order(s); **ONLY IF** the customer has a new outbound shipment leaving our dock within 5 business days from the date the final credit memo was issued. Otherwise, the return will be sent as an individual shipment via your selected shipping method.
- Any deductions taken by a customer before product has been received, tested, and credited by Segue will be charged back to the customer.

### WARRANTY:

Warranty on all Segue products carries the warranty period stated on original Invoice/Packing Slip, from the date of shipment to customer. The same warranty will be extended on any returned product found to be defective. Customer modifications, physical abuse or misuse (i.e. non-factory labels, or improper return packaging) shall void all warranties.

### REPAIR, REPLACE OR CREDIT:

Segue reserves the right to repair, replace, or credit any warranted defective product at its own discretion.

Return all products to: **Segue Corp, 25862-A Commercentre Dr, Lake Forest, CA 92630**