

How to Request an RMA from Airgain / Warranty Service

When an Airgain product has been deemed inoperable or otherwise defective, Customers should contact Airgain by logging into the Airgain Customer Portal to log a new ticket with Airgain's Support Team. Airgain's Support Team will receive the ticket and respond to troubleshoot the issue regarding the specific Airgain product. If the product is deemed to be defective and is within the Airgain warranty, Airgain's Support Team will begin the process for an RMA. Details needed for an RMA transaction are:

- Invoice/receipt of purchase
- Item part number / SKU
- Serial number(s)
- Customer contact information
- Details regarding product failure for analysis once product is received by Airgain

Airgain's Support Team will provide Airgain's RMA form as well as details regarding the Airgain warranty process. Once the RMA form is completed, it should be returned to Airgain's Support Team via the open ticket. Airgain will then complete the internal RMA, and a return shipping label will be emailed via the open ticket for the Customer (or Distributor) to send the defective product to Airgain. Once the product is received by Airgain, Airgain will evaluate the returned product and determine the next steps. If repair/replacement has been approved, Airgain will contact the Customer (or Distributor). At this time, Airgain's Support Team will close the original ticket request.

Claims under this warranty must be made during the applicable warranty period through an authorized Airgain distributor or reseller. The warranty claim must include details of the defect and the original, dated invoice or receipt. The distributor requesting a warranty claim should contact Airgain customer service to obtain a warranty return material authorization (RMA). The distributor will then need to return the product to Airgain together with satisfactory proof of the date of purchase.

If Airgain's examination does not disclose a defect in material or workmanship on a product claimed to be defective, you agree to pay Airgain's established charges for unpacking, testing, and re-packing the product for reshipment. If Airgain provides repair services or replacement parts that are not covered by warranty hereunder, you agree to pay Airgain for such services or parts at Airgain's then prevailing time and materials rates.