

Vuzix RMA Process: Direct VS Resellers/Distributors

Vuzix is growing its channels and its distributors list. Due to this, we have documented the process for RMA, Returns and Exchanges. This process is now split between “Direct” customer contact with Vuzix and Resellers/Distributors.

Please note:

- Unless stated otherwise in the current Distributor/Reseller Agreement, the evaluation/warranty period begins upon reception of the product by the Distributor/Reseller. Time in which the product was held in stock at a Reseller or Distributor is not counted against these periods.
- All return for refund claims must be submitted before the 30-day evaluation period concludes.
- All warranty claim requests must fall within the included and/or purchased warranty as depicted on the purchase invoice.

This process will be utilizing our Tier 1 support team and our internal engineering support to handle customer support and RMA requests.

Vuzix RMA Support Request Process

This process will be utilizing Vuzix resources to handle:

- Tier 1 Support
- Tier 1 hand-off to reseller/distributor
- Tier 2 Support
- Vuzix finance, shipping and handling services.

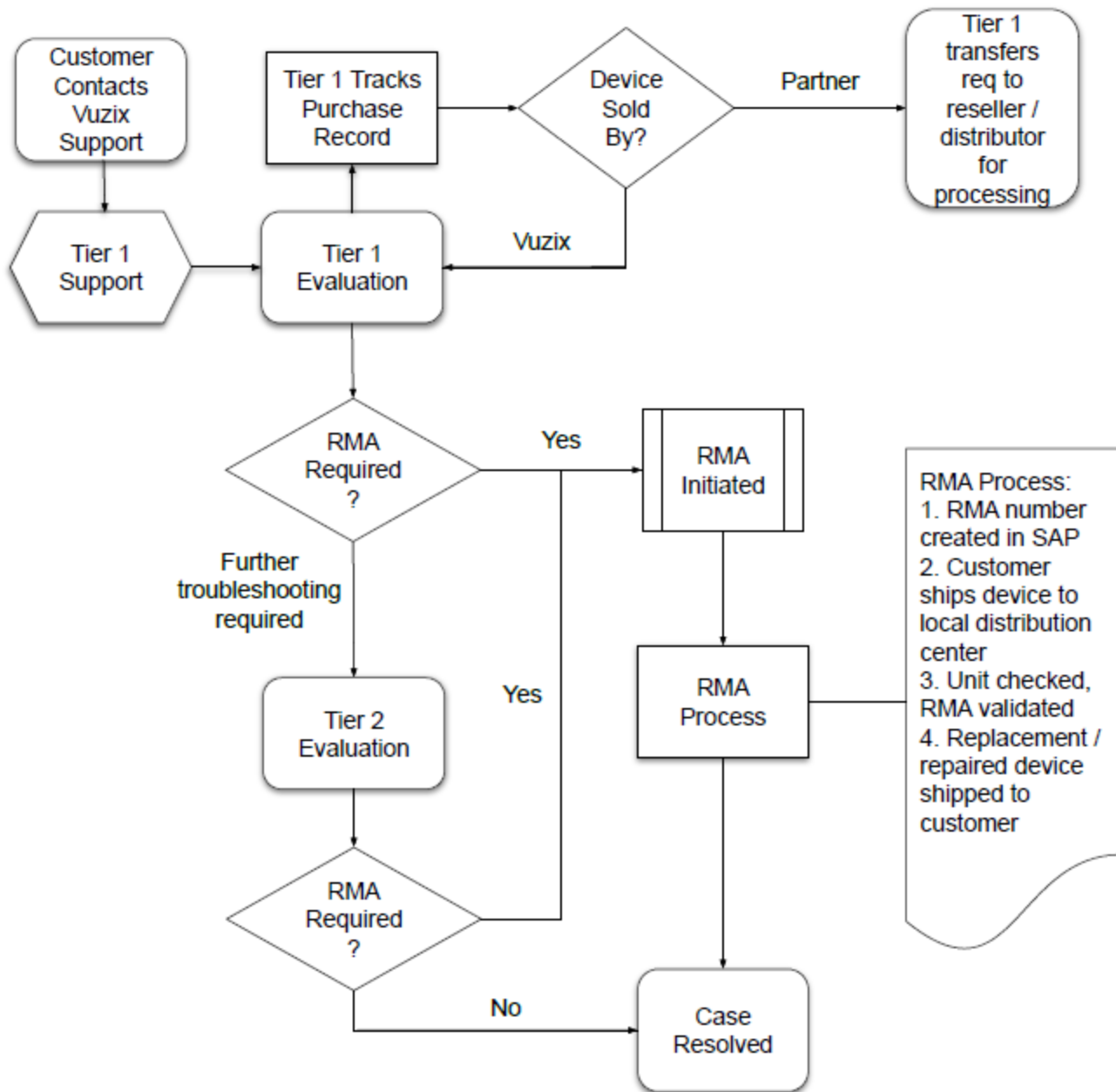
This process has been updated in case a Customer that has completed an order via a Reseller or Distributor contacts Vuzix support directly.

In this case, Tier 1 will perform a hand-off to the Reseller/Distributor to which we sold the unit.

Process:

- 1) Customer contacts Vuzix tech support via website, email or other methods.
 - a. Tier 1 provides initial contact back to the Customer, gathers information.
 - b. Tier 1 checks the FAQs and the basic issue resolving methods.
 - c. Tier 1 will check the SN to see if it was sold directly by Vuzix.
 - i. If it was, Vuzix will continue the troubleshooting process (step 2).
 - ii. If it was not, a hand-off to the Reseller/Distributor from which they order the units will need to be initiated. (see Reseller/Distributor Process).
 - d. If it's obvious a device needs to be replaced, an RMA request can be initiated.
- 2) Tier 2 Support is contacted
 - a. If the issues are not identified, the engineer in Tier 2 will take over the case to troubleshoot further.
 - b. If the issue is a bug or an issue with the hardware, Tier 2 will work with Vuzix engineering to create the appropriate bug reports and resolution request.

- c. If issue cannot be resolved remotely, an RMA request will be requested.
- 3) RMA Request
 - a. RMA request can only be initiated by Tier 2.
 - b. Tiers 1 or 2 will coordinate the communication between the Customer and our internal personnel.
 - c. All information required for the RMA will be requested by Tiers 1 or 2.
- 4) Unit transit
 - a. Units will be shipped back to Vuzix local distribution center.
 - b. Once the unit arrives, it will be received by the RMA team where it will be place in a queue.
 - c. Units will be inspected, and the RMA validated.
 - d. New Labels will be created, and the unit will ship out.
 - i. Tiers 1 or 2 will update the Customer on the process and the Tracking number.
- 5) Customer received the new unit and the support case is closed.



Reseller/Distributor Support Process

This process will be utilizing the Reseller or Distributor's Tier 1 support team along with Vuzix internal engineering support to handle the Customer's RMA request.

This process will be utilizing the Reseller or Distributor's resources to handle:

- Tier 1 Support
- Tier 2 support
- Shipping and handling services.

This process will be utilizing Vuzix resources to handle:

- Tier 2 Support
- Vuzix finance, shipping and handling services.

Process:

- 1) Customer contacts Reseller/Distributor via their support channels, email or other methods as stated by their contract.
 - a. Tier 1 provides initial contact back to the Customer, gathers information.
 - b. Tier 1 checks the FAQs and the basic issue resolving methods.
 - c. If it's obvious a device needs to be replaced, an RMA request can be initiated.
- 2) Tier 2 Support is contacted
 - a. If the issues are not identified, the engineer in Tier 2 will take over the case to troubleshoot further.
 - b. If the issue is a bug or an issue with the hardware, Tier 2 will work with Vuzix engineering to create the appropriate bug reports and resolution request.
 - c. If issue cannot be resolved remotely, an RMA request will be requested.
- 3) RMA Request
 - a. RMA request can only be initiated from Tier 2.
 - b. Tiers 1 or 2 will coordinate communication between the Customer and our internal personal.
 - c. All information required for the RMA will be requested by Tiers 1 or 2.
- 4) Unit transit
 - a. Units will be shipped back to the Reseller/Distributor's closest distribution center.
 - b. Once the unit arrives, it will be received by the RMA team where it will be place in a queue.
 - i. Units will be placed in special stock for future shipment to Vuzix.
 - c. Units will be inspected, and the RMA validated.
 - d. Replacement units will be taken out of the Reseller/Distributor stock.
 - e. New Labels will be created, and the unit will ship out.
 - i. Tiers 1 or 2 will update the customer on the process and provide the tracking number.
- 5) Customer received the replacement unit and the support case is closed.

- 6) After 4 weeks OR after the RMA team has received 5 faulty units (whichever is sooner) an RMA request can be sent to Vuzix.
 - a. This RMA process will be handled by Vuzix technical support.
 - i. All information should be gathered from the Reseller or Distributor (not the end Customer).
 - RMA reason
 - Customer information
 - Customer's invoice
 - ii. A new shipping label will be created for the overall package, not each unit.
 - iii. All units will be shipped to the Vuzix regional distribution center.
 - iv. Once the units arrive, they will be received by the RMA team where it will be place in a queue.
 - v. Units will be inspected, and the RMAs validated.
 - vi. New Labels will be created, and the replacement units will ship out.
 - b. Technical support will coordinate with the Reseller/Distributor.
 - i. Ensure the Reseller/Distributor receives the tracking information.
 - ii. Ensure the units arrive.
 - c. Units will be place back into the Reseller/Distributors stock.
 - d. Vuzix technical support can close the RMA requests for each unit the Reseller/Distributor returned.

