

RMA Service Process

RMA Process Overview

- Requesting RMA
- Packing request
- Courier and sending out
- Confirmation of receipt
- Return RMA
- Balance if outstanding
- Return RMA
- Clean-up RMA

-Requesting RMA:

RMA Return Process

BillionR. strives to provide a simplified return process for defective products. The below return shipping instructions will assist you with our process to ensure defective product can be returned easily. If you have any questions or concerns in regards to the return process, please contact us.

-CONTACT US: RMA Authorization Form

-Packaging & Delivery: Appropriate Packaging / Packing Guidelines

Place the defective part / unit inside the static protection bag and then into the foam. Close and tape the box securely to ensure it will not open during transit. Defective products must be placed in appropriate packaging, and sent to the designated servicing location of BillionR.

Do Not Enclose Accessories

Do not send any accessories (printed box, CD/DVD, user's manual, etc.) along with the defective product, BillionR. will not be responsible for their safekeeping or for returning them.

Must Have an RMA Form

The "RMA Form" must be clearly indicated on the inside / outside of the returned package. BillionR. Reserves the right to refuse packages without an RMA form, and ship back via freight collect.

-Courier

You may use the courier of your choice. Please make sure to keep the return tracking number (airway bill) along with your RMA reference number as proof of return delivery

Traceable Delivery / Tracking Number

Customers must select a shipping company that can provide proof of delivery (such as home delivery, express mail or registered mail), and are entirely responsible for all shipping costs, shipping damages and risk of loss during the transportation. Tracking numbers can be updated by sending an email to: billionre1@outlook.com with the RMA number as a reference.

Warranty Does Not Cover

Replacement/repair will not be provided under the following conditions:

- Fake or counterfeit products.
- Non-functional damages; such as damaged, removed or reapplied product labels or warranty stickers preventing the product to be identified as a genuine BillionR. product.
- Products were damaged due to accidents such as damaged/missing warranty sticker, improper use, improper operating environment, wear and tear, non-natural or man-made damages, or any unauthorized dismantling, fixing and replacing of the product.
- Severe damage, such as ruptured/burnt/damaged PCB, burnt connector or horizontal scratches, lost/damaged/dropped/burnt internal components.
- Any man-made damage such as deformed casing, malicious operations, damage due to virus attack or adverse operating environment, etc.
- BillionR. only provides product warranty services; the warranty coverage does not include third-party software, connected equipment, or saved data.
- Customers must save and backup their own data, BillionR. will not be held responsible for the loss of existing data within the defective product.

If you have any question, please contact [BILLIONR. Customer Service Center](#).