

## Q Microwave RMA Process Steps

Step 1: Customer will be asked to complete an RMA Request Form & provide failure documentation to [RMA@qmicrowave.com](mailto:RMA@qmicrowave.com)



Step 2: Q Microwave will review Request Form & associated information



Step 3: If approved, Q Microwave will send customer an RMA Authorization Number, RMA return instructions and a request for a zero dollar RMA PO or a quote for eval/rework fees



Step 4: Customer will send an RMA PO to [RMA@qmicrowave.com](mailto:RMA@qmicrowave.com) and ship product with a copy of the RMA Authorization Form to Q Microwave



Step 5: Q Microwave will receive the product, conduct an evaluation, and notify the customer of next steps as necessary