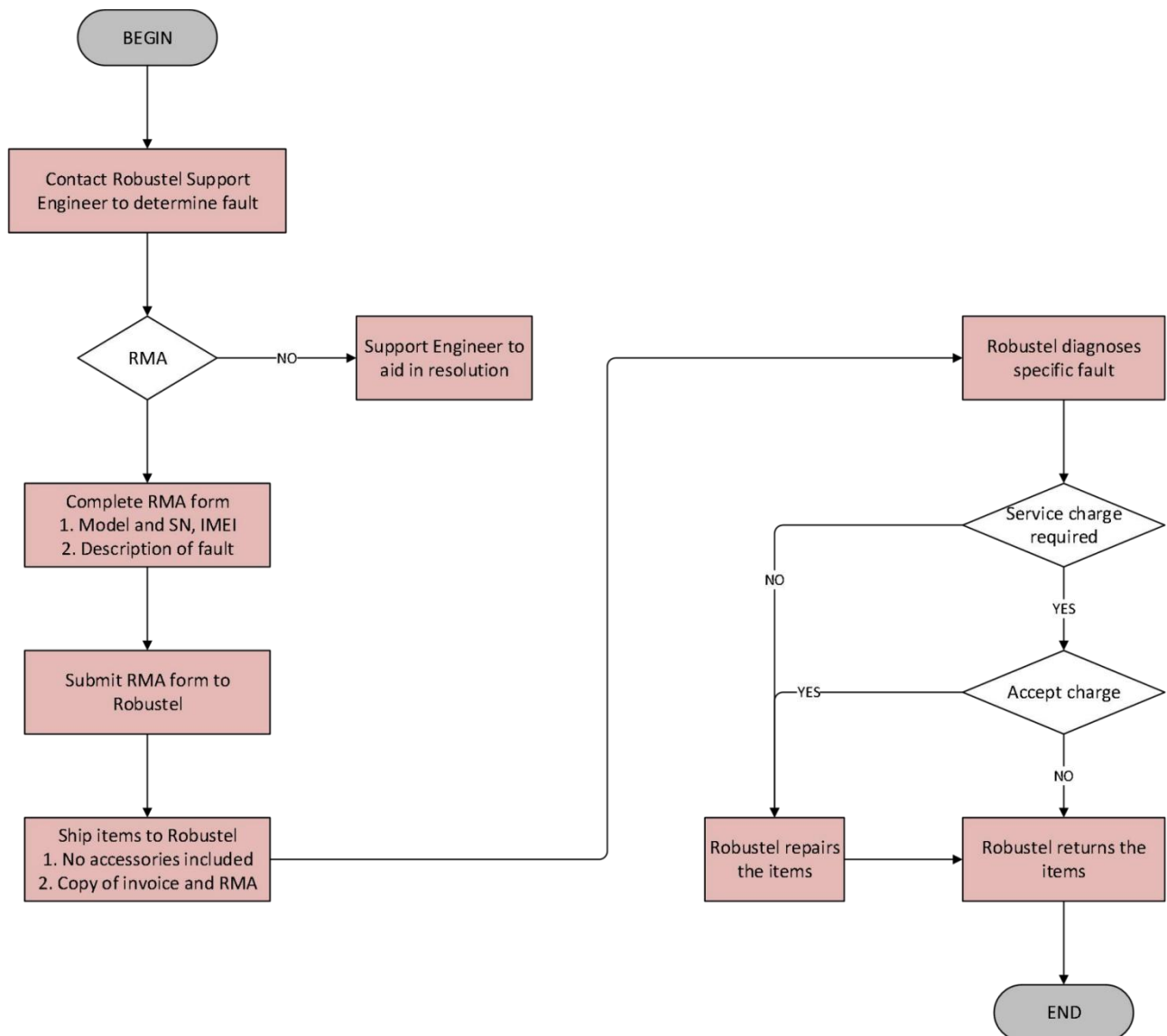# Robustel Return Merchandise Authorization (RMA) Policy

August 28, 2025

RMA Process Diagram

1. Before Creating an RMA Request

1.1. Read and accept Robustel's product warranty and RMA policy.

1.2. Clearly outline the fault found in your product and any steps that can be taken to replicate the issue. Make sure to record the serial number(s) , IMEI number(s) and mac address(es) of faulty units.

2.   Create an RMA Request

2.1. Contact your Robustel support engineer or local distributor to diagnose the reported defect.

    2.1.1.   For hardware issues, product(s) may be returned for repair or replacement.

    2.1.2.   However for issues relating to software product(s) can **only** be supported remotely.

2.2. When requesting an RMA for multiple products, the serial numbers, IMEI numbers, model name and MAC address should be written on the RMA form, and all products need to be returned to the address below:

Company name: Guangzhou Robustel Co., Ltd.

Address: 3rd Floor, building F, Kehui Park, NO. 95 Daguan Road. Tianhe District, Guangzhou City, China, 510660.

3.   Returning Product to Robustel

3.1. Please include a copy of the completed RMA request form with your device(s) when shipping.

3.2. You are responsible for any shipping charges incurred when returning your device to Robustel.

3.3. Please send only the device itself and do not include any accessories such as manuals, cables, etc. If you believe the accessories may be part of the problem and wish to include them, please indicate clearly in your request. Otherwise, we will not be able to guarantee that your accessories will be returned.

3.4. When your completed RMA form is processed and approved, we will advise you on the USD value to declare and along with a clear visible note: "**Goods with no commercial value are being returned for repair.**" to be written on the shipping invoice. Without this note or the correct value declared, additional charges may be levied by customs, which you will be responsible for.

3.5. Back up your data and settings, if necessary, before sending your product for repair, inform Robustel of the shipping details and send the RMA documents with the airway bill and shipping invoice. Robustel reserves the right to reject the RMA shipment which were shipped to Robustel without advance notice.

4.   Unauthorized Returns

4.1. Robustel will not accept products that are returned without a valid service request or items that are not Robustel's products. Such products will be shipped back at the Customer's own risk and expense. No refunds or exchanges will be offered.

5. Service Agreement

Robustel warrants its products against manufacturing defects in materials and workmanship starting from their date of shipping out from Robustel's manufacturing facilities within warranty period.

5.1. Warranty Period

5.1.1.   The warranty period starts from the product(s) shipment date.

5.1.2.   Warranty Period for each product can be referred to the *Appendix 1*.

5.1.3.   If the warranty period of the products have been extended, the warranty policy shall be implemented in accordance with the extended period.

5.2. Warranty Repairs

5.2.1.   This warranty is limited to either the repair or replacement (at Robustel's sole discretion) of the defective product during its warranty period. Product warranties remain valid, provided that the product was properly installed and used .

5.2.2.   Robustel will not charge to repair product(s) that are covered under warranty terms and within the warranty period.

5.2.3.   For products that are outside of the warranty period, or have been damaged by the user that is excluded from the warranty coverage, Robustel reserves the right to charge for repair work.

5.2.4.   Products within the warranty period as specified in Robustel's warranty policy and have not been excluded under any of the conditions specified in the Warranty Exclusions section, Robustel will undertake one-way shipping cost and repair fee.

5.3. Warranty Exclusions

5.3.1.   Product warranty sticker or serial numbers are removed or defaced.

5.3.2.   Products that have been subject to abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized repair, misuse, neglect, accident, alteration, improper installation or other acts which are not our fault, including damage caused in shipping.

5.3.3.   Products damaged due to a natural disaster, including but not limited to lightning, flooding, earthquake, or fire.

5.3.4.   Software Products.

5.3.5.   Customized and original design manufacturer (ODM) products. The warranty terms for customized and ODM products should be defined in the contract that governs the project.

5.4. Out-of-warranty Repair

5.4.1.   The Customer is responsible for the cost of shipping RMA devices to Robustel, returning devices back to the customer and any related customs or duty charges incurred.

5.4.2.   If repair charges are incurred, Robustel will generate a proforma invoice listing all charges and await for Customer approval before performing any repairs.

5.4.3.   Customer shall pay for the repairment cost based upon the payment terms on the proforma invoice.

5.4.4.   If the Customer refuses Robustel's repair service, Robustel will return the defective product to the Customer at the Customer 's own risk and expense.

When RMA products are received at Robustel, it may take up to four weeks to diagnose the problem, repair the product, and ship the product back to the Customer. If your RMA request is urgent please specify it in your return paperwork.

Appendix 1 General Product Warranty Period

Product Series	Default Warranty Period
M1000MP	2Y default
M1200	2Y default
M1201	2Y default
S6000U	2Y default
R1500	2Y default
R1510	2Y default
R1510 Lite	1Y default
R1511	2Y default
R1511P	2Y default
R1520	2Y default
R1312	1Y default
R1315	1Y default
R2010	2Y default
R2011	2Y default
R2110	2Y default
R2120	2Y default
R2111	2Y default
R3000	3Y default
R3000 Quad	3Y default

R3000 Lite	3Y default
R5010	2Y default
R5020	2Y default
R5020 Lite	2Y default
R5030	2Y default
EG5100	3Y default
EG5120	3Y default
EG5101	3Y default
EG5101P	3Y default
EG5200	3Y default
LG5100	3Y default
R1520LG	2Y default
MG460	3Y default
EV8100	2Y default

Appendix 2 EOL Product End of Service Date

Product	EOL Effective	End of Sale	End of Services	End of Software Support	Replacement Product
R3000 LG	2025.01.10	2026.01.10	2028.01.10	2028.01.10	R1520LG/LG5100
R3010	2024.12.23	2025.06.23	2027.06.23	2027.06.23	-
R1511P Devkit	2024.11.05	2025.05.05	2026.05.05	2026.05.05	R1511P
R2000 Dual	2023.09.04	2024.03.04	2026.03.04	2026.03.04	-
MEG5000	2022.07.25	2022.09.30	2024.09.30	2024.09.30	EG5100/EG5120
R2000	2022.07.08	2023.04.08	2025.04.08	2025.04.08	R2010
R2000 Ent	2022.07.08	2023.04.08	2025.04.08	2025.04.08	-
R2000 Lite	2022.07.08	2022.09.30	2023.09.30	2023.09.30	R2010
M1000 USB	2020.09.28	2021.03.28	2023.03.28	2023.03.28	M1000 MP/M1200

Appendix 3 Warranty Conditions for EG5000 Series Products

Robustel Gateways are warrantied against premature failure within the first 2 years of their life as standard but failure due to excessive wear/use of NAND Flash is NOT covered by the standard warranty. eMMC module replacement may be possible in some conditions but this will always be a chargeable service available at Robustel's sole discretion.