

RMA Framework for Tigapo

Last updated: January 28, 2026

Tigapo prides itself on the quality and durability of its products. Nonetheless, there are instances in which a product is not functioning as intended and needs to be returned to us so that we can ascertain the root cause of such malfunction, and in the appropriate cases, repair or replace such a product.

This Return Material Authorization policy (“**RMA Policy**”) is intended to guide the persons acquiring Tigapo’s products (“**Customer(s)**”). This policy also applies to our Distributors, resellers and representatives in relation to returning a product which is not functioning as intended (the “**Device**”). Where a Device was purchased or leased from Tigapo directly or through one of its authorized sales channels, Customers should coordinate RMA requests through their Distributor in accordance with the Distributor Agreement and the Distributor’s procedures, unless Tigapo instructs otherwise.

This RMA Policy does not cover non-technical inquiries, which should be addressed to info@tigapo.com.

1. **Before requesting RMA approval.** Before returning any Devices to Tigapo, the Customer should assess whether the electrical infrastructure, installation, communications are installed and operated correctly and in accordance with their respective Documentation. The Customer should make sure that the Device is up-to-date with all Software and Firmware upgrades made available by Tigapo. The Customer should first coordinate these checks and any initial support engagement with the Distributor prior to requesting an RMA from Tigapo.
2. **Issuance of RMA Number and Instructions.** When appropriate, and after all reasonable attempts at remote diagnosis through the Customer's and Tigapo's support channels (and after coordination with the Distributor where applicable) have been unsuccessful, Tigapo’s Support Team will determine that a Device is most likely faulty and should be returned to Tigapo. In such circumstances, the Customer or the Distributor (as applicable) will be required to provide the Device Model, Serial Number, reasonable description of the error or defect, Contact Information and Return Shipping Address. Tigapo may request additional or product-specific information and may require the Customer or Distributor to provide such information through an online portal.
3. Devices with broken tamper-evident seals, evidence of unauthorized access, or other signs of tampering will not be eligible for return under warranty. Distributor shall ensure all Devices are returned with tamper-evident seals intact and shall train its personnel on proper handling procedures. Tigapo may discard Devices with suspected tampering and shall not be required to issue an alternate Device.
4. **Service Proposal.** Tigapo’s Support Team will issue to the Customer (or to the Distributor where applicable) a written service proposal, stating the Warranty status of the Device; for a Device not covered by Warranty - the estimated cost of servicing the unit and estimated timeframe for the delivery of an alternate Device, as well as the applicable labeling and shipping instructions, and the locations of Tigapo’s facilities to which the Device(s) may be shipped (the “**Service Proposal**”). The Service Proposal shall be valid for 90 days (the “**Validity Period**”).
5. **No Accessories.** Unless specifically instructed otherwise, the Customer should not send any accessories with the Devices, and such Accessories may not be returned to the Customer.
6. **Packaging and Labeling.** Customer shall prepare the Devices for which a valid Service Proposal is outstanding, in accordance with Tigapo’s packaging and labeling instructions.

7. **Shipment of Devices to Tigapo.** The Customer (or Distributor acting on the Customer's behalf) shall use a secure and traceable shipping method provided by a reputable courier to ensure the safe return of the authorized returns. The Customer is responsible for the cost of freight, taxes and insurance for all returns of Devices unless otherwise agreed in writing or as provided in the Distributor Agreement. Tigapo will not be responsible for any Device(s) which were not actually received by it for any reason. The Customer (or Distributor) must ensure that the Devices are received by Tigapo within the Validity Period, at the Customer's cost and risk, unless Tigapo directs an alternative shipping arrangement.
8. **Delivery of Replacement Devices.** Tigapo will notify the Customer or Distributor upon receipt of the Device(s) and will validate and compare the Device(s) received with their respective Service Proposal. As soon as practicable after validation of the Devices, Tigapo will ship to the Distributor or Customer replacement Device(s) in accordance with the applicable agreement between Tigapo and the Distributor. A Device provided by Tigapo as replacement may be a repaired or refurbished Device, at Tigapo's sole discretion, provided that such replacement Device is in compliance with the relevant Documentation. Where the purchase and support chain involves an authorized Distributor, Tigapo will generally ship replacement Devices to the Distributor (DDP to the Distributor's designated facility), and the Distributor shall be responsible for domestic delivery to the Customer unless otherwise agreed in writing. For the avoidance of doubt, for Devices purchased as part of Retail Solutions offering, Tigapo does not commit to returning the identical Device (with the same serial number) that was received back to the Customer, but rather a Device of the same or comparable model.
9. **Business Continuity.** Tigapo exerts all reasonable commercial efforts to ensure the timely availability of replacement Devices. However, to minimize interruptions to Customer operations, Tigapo expects its authorized Distributors to maintain a rotating inventory of replacement devices at commercially reasonable quantities to enable a seamless onsite transition while Tigapo processes an RMA. For Devices under warranty that were purchased through a Distributor, Tigapo may, at its discretion and subject to availability, ship replacement Device(s) to the Distributor as provided above; such shipments will generally be made DDP to the Distributor's facility unless otherwise agreed. The Distributor remains responsible for domestic delivery to its Customers and for maintaining inventory levels needed to provide continuity of service.
10. **Compliance with Applicable Laws.** The terms and conditions set forth in this RMA Policy are intended as default provisions governing returning Tigapo Devices. It is expressly recognized that these provisions are subject to compliance with applicable laws and regulations within the jurisdiction where the Customer is situated and do not derogate from them. In the event of any discrepancy between the provisions of this RMA policy and applicable mandatory legal requirements of the relevant jurisdiction, the latter shall govern.