



Warranty policy (RMA) - local UAE customers

Please, note RMA warranty process below for goods sold by ASBIS:

RMA case take place -**With the only reason of return - when device is faulty and not working properly as it should.**

Customer can NOT consider RMA case return for below reason:

- Change their mind, or find no use for the good
- Find the same good for a cheaper price elsewhere
- Have been notified of defects or faults at time of purchase (marked as used, or faulty)
- Damaged the goods by using them in wrong ways

- 1) Once customer get defective unit, should validate the condition and confirm fault defect.
- 2) Customer should use ASBIS RMA online portal (www.asbisme.ae) to claim RMA request followed by ASBIS RMA online guide procedure.
- 3) ASBIS team will respond RMA # approval, based on valid warranty period and terms.
- 4) Once RMA approval is done, Customer should print approval doc from the system (packing list), pack the goods and send collection request to email: rma@asbisme.ae with clear mentioned BRAND NAME pickup address location, contact person name and phone.
- 5) Then ASBIS / FirstFlight (courier) will arrange a free courier pickup of RMA from customer location
- 6) ASBIS team has a right to reject RMA claim and return unit back to customer, in case if there is no fault found or non-warranty case (physical damage, etc.)
- 7) ASBIS team will provide replacement unit or credit note for valid RMA case.