

1. The distributor receives faulty claims from end user / installer.
2. The distributor helps customer to diagnose and do troubleshooting. If problems are solved, RMA case ends here.
3. If problems can't be solved, the distributor shall fill in the **Warranty Card** and send all the information (pictures or videos) collected in step 2 by email to Upower battery technician or service email box (soportec@masterbattery.es).
Please kindly be noted that message via Wechat is not acceptable.
4. Upower releases a **RMA Ref. Number** to the distributor as a track record.
5. Based on the faulty description, Upower will analyze the faulty reason, judge whether it is under warranty and then give troubleshooting suggestions to the distributor. If the battery is under warranty, the distributor will cooperate to troubleshoot the faulty batteries as suggested by Upower and give feedbacks and the following steps can be involved: If the faulty battery is repaired, the distributor can deliver it to the end customer.
6. If the distributor needs components like PCBA boards, chargers, cables, etc., they shall be delivered at Upower's cost. Refurnished batteries shall be kept in good conditions and used as replacement battery for RMA cases in the future (By doing so, the distributor shall have refurbished batteries stocks to roll on).

If the faulty battery is confirmed by Upower technician that it can't be repaired for further use, Upower shall send a **Credit Note**, with which the distributor can ask for compensation of a new battery when placing a new commercial order. The distributor can dispose this discarded battery at your disposal according to local laws and regulations.

Principally, distributors shall use refurbished batteries as replacement of faulty batteries.

