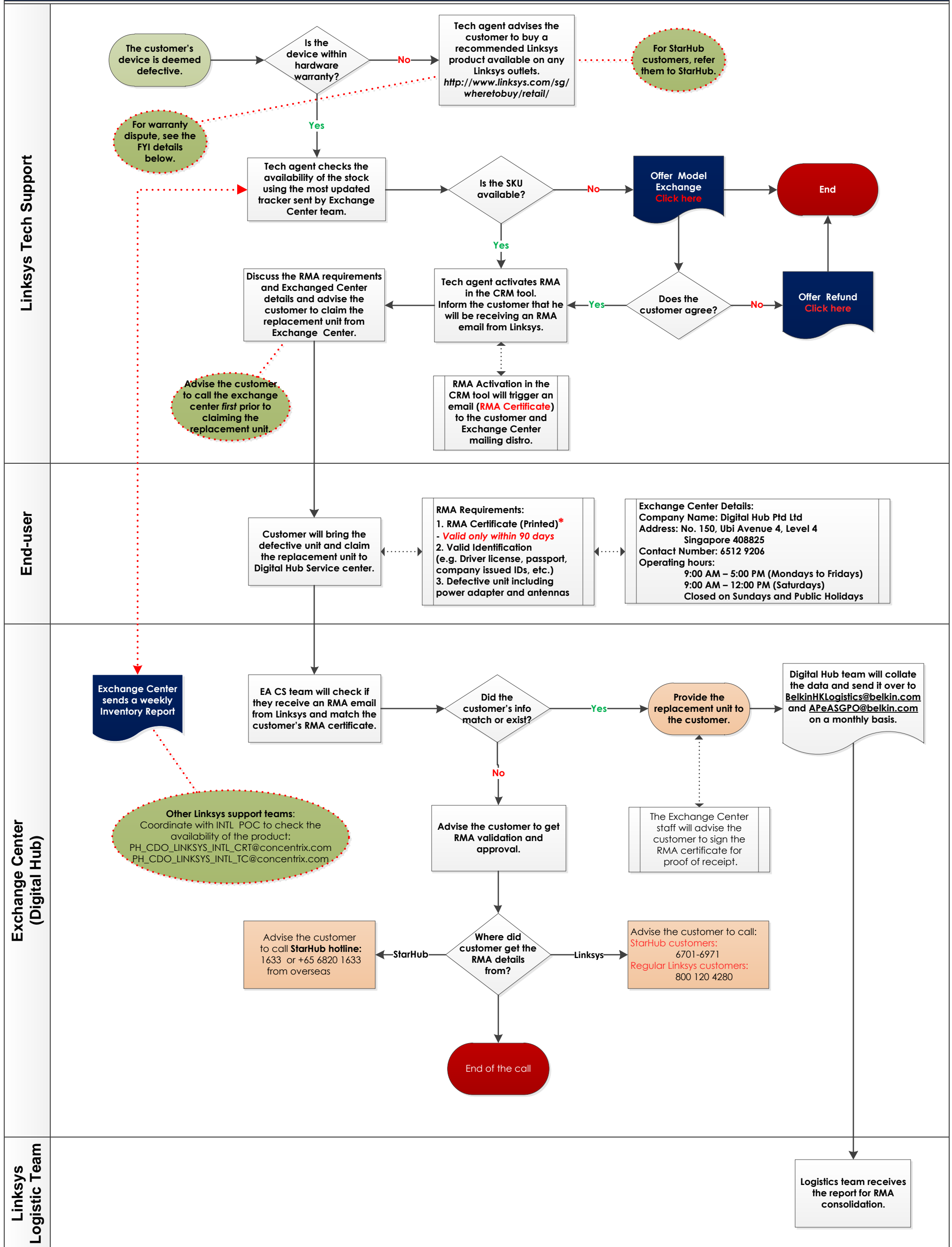


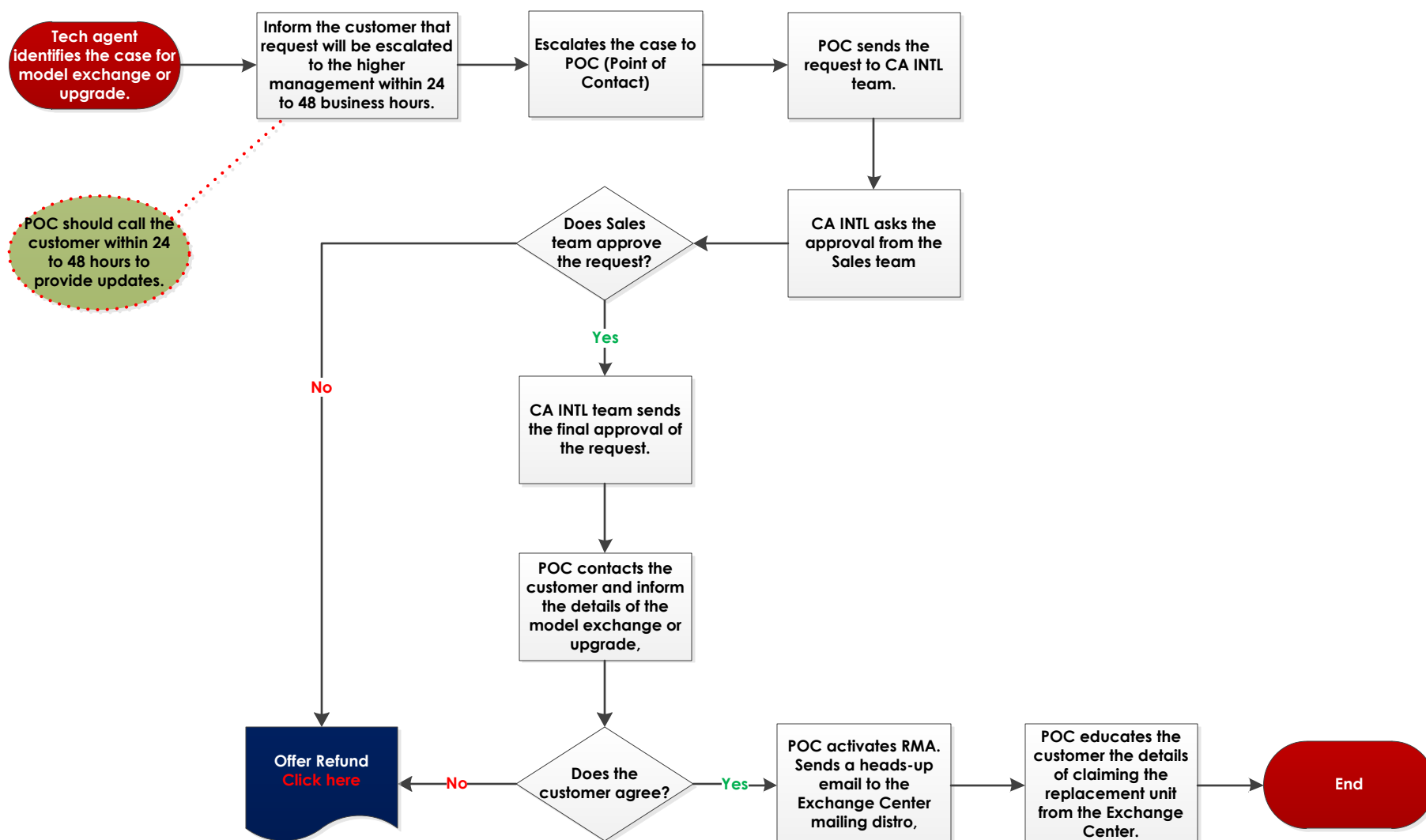
Singapore Linksys Tech Support RMA End-user Process Flow



FYI:
Hardware Warranty Dispute:
 The customer is required to send us a scanned copy of the receipt to validate the device warranty. POC sends an email to the customer via CRM. The agent informs the customer to reply to the email sent by Linksys tech support and attach the scanned copy of the receipt. Once receipt is validated, activate RMA in the CRM and follow the process flow.

* In the event that the customer couldn't print the RMA certificate, inform the customer that the Exchange Center could print and secure a copy for them.

Model Exchange Process



Step 1. Linksys tech support agent offers the customer a callback within 24 to 48 Business hours. Inform the customer that request for the model exchange or upgrade will be escalated to the higher management. Always set the customer's expectation that this request is still subject for approval. Escalate the case to POC (Point of Contact) and tag the case as follows:

Escalation Details	
Escalation Reason:	Customer Service
Escalation Priority:	P1
Case Details	
Case Status:	Escalated
Note: Case ownership will be modified by the POC who caters the escalation	

Step 2. Point of contact sends a request to CA INTL team asking for recommendation or approval for the model exchange / upgrade request. Be guided with the email format below:

To:	ca_intl@belkin.com
cc:	TAC Members
Subject Line:	Country_Type of Request_Model number_Customer's name_Case ID
Body:	Provide the following details: -- Brief summary of the case including the reason of the request -- Customer and case details Case Number / RMA Number: Name: Email Address: Phone number: Country: Defective Product for return: Defective Product's Serial Number for return:

FYI: POC must call the customer within 24 to 48 business hours to provide updates.

Step 3. CA INTL team communicates with Sales team regarding the forwarded request and provides the final approval to POC.

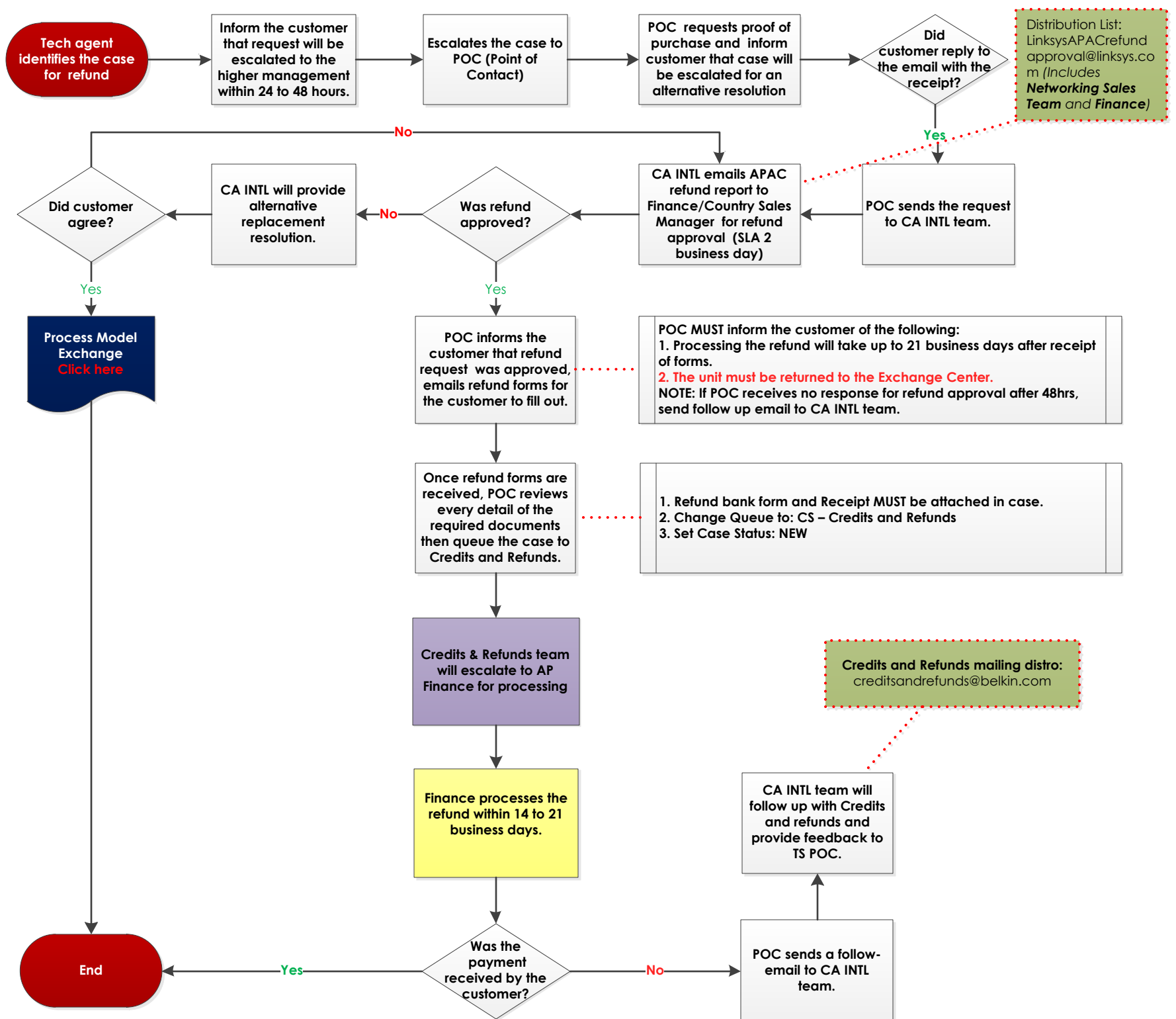
Step 4. Once approval is secured from CA INTL, the POC communicates the customer about the approved request. Note: If customer refuses nor disagrees, POC of contact proceeds to refund process.

Step 5. POC activates the RMA in the CRM tool and sends a heads-up email to the Exchange Center mailing distro. Be guided with the email format below:

To:	linksys_ma@digitalhub.com.sg
cc:	ca_intl@belkin.com ; TAC Members
Subject Line:	Defective Model Number to be replaced with Model Number_Customer's Name_Case ID
Body:	Provide the following details: Case Number / RMA Number: Name: Email Address: Phone number: Country: Defective Product for return: Defective Product's Serial Number for return: Date of Purchase:

Refund Process

FYI: We do not offer refund to the customer unless it is needed such as products with no alternative replacement.



Distribution List:
LinksysAPACrefund
approval@linksys.com
(Includes
Networking Sales
Team and Finance)

Credits and Refunds mailing distro:
creditsandrefunds@belkin.com

Step 1. Linksys tech support agent offers the customer a callback within Business 24 to 48 hours. Inform the customer that the refund will be escalated to the higher management. Always set the customer's expectation that this request is still subject for approval. Escalate the case to POC (Point of Contact) and tag the case as follows:

Escalation Details	
Escalation Reason:	Customer Service
Escalation Priority:	P1
Case Details	
Case Status:	Escalated
<i>Note:</i> Case ownership will be modified by the POC who caters the escalation	

Step 2. POC sends an email to the customer requesting for the proof of purchase. Once it's received, POC sends a request to CA INTL team asking for recommendation or approval for the refund request. Be guided with the email format below:

To:	ca_intl@belkin.com
cc:	TAC Members
Subject Line:	Country_Type of Request_Case ID_Customer's name_Model number
Body:	Provide the following details: -- Brief summary of the case including the reason of the request -- Customer and case details Case Number / RMA Number: Name: Email Address: Phone number: Country: Defective Product for return: Defective Product's Serial Number for return:

FYI: POC must call the customer within 24 to 48 business hours to provide updates.

Step 3. CA INTL team communicates with Sales team regarding the forwarded request and provides the final approval to POC. CA may provide other alternative solution such as model exchange – if the customer agrees, then proceed to Model Exchange process. Otherwise, POC proceeds to next step.

Step 4. Once approval is secured from CA INTL, the POC communicates the customer about the approved request and emails the refund forms. Set the customer's expectation refund processing SLA up to 21 business days.

POC informs the customer that it's a requirement to return the unit to the Exchange Center. POC sends a heads-up email to exchange center with the formal below:

To:	linksys_ma@digitalhub.com.sg
cc:	ca_intl@belkin.com; TAC Members
Subject Line:	Approved Refund_Model Number_Customer's Name_Case ID
Body:	Provide the following details: Case Number : Name: Email Address: Phone number: Country: Defective Product for return: Defective Product's Serial Number for return: Date of Purchase:

FYI: There must be a confirmation from the exchange center that the customer already returned the unit.

Step 5. POC makes sure that following requirements are received and well reviewed:

- Customer's receipt
- APAC Refund form
- Confirmation email from the exchange center that customer already returned the unit.

Step 6. POC attached the required documents and appends the following in Salesforce:

Case Owner (Queue):	Credits and Refunds
Case Status:	New
Interaction Log Type:	Escalation
Notes:	Reason for refund: Approved by: Refund Code : Refund amount: Brand/model number: Device Serial Number: Attached files: - Customer's receipt - APAC Refund form - Confirmation email that the defective unit was returned to the Exchange Center

Refund Code	
EOL (End Of Life)	Product that has reached the End of Life: Obsolete. No available replacement
POPR (Place of Purchase Rejected)	Place Of Purchase: No longer support brand, No longer carries product. POP Closed
BOR (Backorder No Replacement)	No Inventory available. No comparable replacement in stock
DSAT (Dissatisfied with product)	Customer/End-User is dissatisfied with product, refuses RMA, and A POPR (Place of Purchase reject)
NOR (No Resolution)	Escalated from CAT team unable to resolve End-User issue, refund recommended

Step 7. In the even that customer contacts us back complaining due to unable to receive the refund amount after 21 days; POC sends a follow-up email to ca_intl@belkin.com using the same email thread in forwarding the refund request.

Email Requests to Exchange Center

Model Exchange

Model Exchange Process
[Click here](#)

Once the approval from CA INTL team is secured for the model exchange; POC sends a heads-up email to the exchange Center after activating the RMA in the CRM tool.

To:	linksys_rma@digitalhub.com.sg
cc:	ca_intl@belkin.com ; TAC Members
Subject Line:	Defective Model Number to be replaced with Model Number_Customer's Name_Case ID

Refund

Refund Process
[Click here](#)

If refund request is approved by CA INTL team; POC informs the customer to return the unit to the Exchange center and sends a heads-up email to the Exchange Center.

To:	linksys_rma@digitalhub.com.sg
cc:	ca_intl@belkin.com ; TAC Members
Subject Line:	Approved Refund_Model Number_Customer's Name_Case ID

FYI: The Exchange Center must reply to the email request that customer already returned the unit. This is a required document in escalating the case to Credits and Refund team.

Device for Capture

Device for capture – is a request done by Level 3 support (**Sustain Engineering Team**) wherein the device needs to be sent out to CA HQ at (most times) for further diagnosis. SET agent activates RMA in the CRM tool and sends a heads-up email to the Exchange Center as follows:

To:	linksys_rma@digitalhub.com.sg
cc:	Jhon.Tumbelaka@belkin.com ; Rina.Lim@belkin.com ; ca_intl@belkin.com ; set@belkin.com
Subject Line:	SG_Device for Capture_Model Number_Customer's Name_Case ID
Body:	<p>Provide the following details:</p> <ul style="list-style-type: none"> Case Number / RMA Number: Name: Email Address: Phone number: Country: Defective Product for return: Defective Product's Serial Number for return: Reason for Replacement: <p>We'd like to ask your assistance in sending this unit to:</p> <p>Jhon Alfa Tumbelaka / Rina Lim 38 Beach Road, #30-11 South Beach Tower Singapore 189767</p>

Note: For StarHub or special cases in Singapore, SET must communicate with Singapore Product Engineer (Jhon Tumbelaka) for replication purposes. Jhon and his team will be responsible of sending the unit to CA HQ.

Exchange Center Details and Deliverables

Exchange Center Details:

Company Name: Digital Hub Ptd Ltd
 Address: 150 Ubi Ave 4, Singapore 408825
 Telephone number: 6512 9206
 Operating hours: 9:00 AM – 5:00 PM (Mondays to Fridays)
 9:00 AM – 12:00 PM (Saturdays)
 Closed on Sundays and Public Holidays
 Mailing Distro: linksys_rma@digitalhub.com.sg

To:	PH_CDO_LINKSYS_INTL_TC@concentrix.com
	PH_CDO_LINKSYS_INTL_CRT@concentrix.com
	ivan.chen@concentrix.com ; ayer.liang@concentrix.com ; larry.wan@concentrix.com
cc:	linksys_rma@digitalhub.com.sg
	ca_intl@belkin.com
	Desmond.Lim@belkin.com ; Rina.Lim@belkin.com ; Daisy.Wong@belkin.com
Subject Line:	Linksys Singapore_Digital Hub Inventory Report_Date

Deliverable # 2 – Case Closure Approval

This report refers to the cases wherein customer failed to claim their replacement units. The exchange center collates this report from the RMA Certificate send from Linksys support.

To:	PH_CDO_LINKSYS_INTL_TC@concentrix.com
	PH_CDO_LINKSYS_INTL_CRT@concentrix.com
	ivan.chen@concentrix.com ; ayer.liang@concentrix.com ; larry.wan@concentrix.com
cc:	linksys_rma@digitalhub.com.sg
	ca_intl@belkin.com
	Desmond.Lim@belkin.com ; Rina.Lim@belkin.com ; Daisy.Wong@belkin.com
Subject Line:	Case Closure Request_Digital Hub_WE XXXX

Sample Report:

Case Number	Customer's Name	Customer's Email Address	Customer's phone number	RMA Date	Model Number	Serial Number	RMA Reason	Feedback
9676394	Teck chiatat Tor	tctor@hotmail.com	90014572	26-May-18	EA7500 V2	18I20S02803932	Slow Internet speed on multiple devices	Replaced by starhub

RMA Certificate – Salesforce Trigger



Main Office: 121 Theory Drive Irvine, CA 92617
Local Office: 38 Beach Road, #30-11 South Beach Tower, Singapore 189767
<http://www.linksys.com/sg/>

Return Merchandize Authorization Letter

Date*: (Date - Last Modified by (Asset Details): populate from Salesforce)

Dear Valued Customer,

Thank you for contacting Linksys technical support. The information below will certify that your device is deemed defective.

Case Number / RMA Number: (populate from Salesforce)
Name: (populate from Salesforce)
Email Address: (populate from Salesforce)
Phone number: (populate from Salesforce)
Country: (Mailing Address: populate from Salesforce)
Defective Product for return: (populate from Salesforce)
Defective Product's Serial Number for return: (populate from Salesforce)
Date of Purchase: (Start warranty Date (Asset Details): populate from Salesforce)
Reason for Replacement: (Problem category Level 3: populate from Salesforce)

We require you to bring the following to claim your replacement unit from the exchange center stated below:

1. RMA Certificate* (Email from Linksys Support)
2. Valid Identification (e.g. Driver license, passport, company issued IDs, etc.)
3. Defective unit including power adapter and antennas

Exchange Center Details:

Company Name: **Digital Hub Pte Ltd**
Address: 150 Ubi Ave 4, Level 4, Singapore 408825
Telephone number: 6512 9206
Operating hours: 9:00 AM – 5:00 PM (Mondays to Fridays)
9:00 AM – 12:00 PM (Saturdays)
Closed on Sundays and Public Holidays

Note: It is highly recommended to call the exchange center prior to claiming the replacement unit.

The defective unit will be replaced with **Model Number** (to be completed by Digital Hub) _____

Serial Number (to be completed by Digital Hub) _____

*Please note that the warranty period of your product is not renewed. The warranty period starts from the date of your original purchase. *This RMA certificate is only valid within 90 days.*

Additional Comments (to be completed by Digital Hub):

I confirm that I fully understand this letter and sign below to claim my replacement unit.

Date: _____

Customer's Name and Signature

Replacement Terms

Linksys warrants to the original purchaser of this Linksys product, that the product shall be free of defects in design, assembly, material, or workmanship. The period of coverage is printed on the retail packaging box. Within the warranty period, Linksys will repair or replace, at its option, any defective product free of charge (except for shipping charges for the Product). Linksys reserves the right to discontinue any of its products without notice, and disclaims any limited warranty to repair or replace any such discontinued products. In the event that Linksys is unable to repair or replace the product (for example, because it has been discontinued), Linksys will offer either a refund or a replacement of another Linksys product in an amount equal to the purchase price of the defective product as evidenced on the original purchase receipt and as discounted by its natural use.