

AltiGen KB

Field Alert #222 RMA Chassis

An RMA chassis should include no boards or accessories.

To simplify the RMA process and avoid confusion, please note the following:

If you submit a chassis for a Depot Repair RMA—
Return the chassis only. Do not return any boards or accessories.

If you submit an Advance Replacement RMA for a chassis—
AltiGen will send out only the chassis – no boards or accessories will be included. Return only the chassis.

<https://know.altigen.com/questions/832/>