

KwikTag Appliance RMA Procedure and SLA

In the case of a hardware failure covered under the Warranty and Maintenance Policy for the KwikTag Appliance (included with server), if the RMA is issued during a business day by 2:00 PM Eastern Time the manufacturer will ship the advance replacement Product that day, for next business day delivery to the customer. If the RMA is issued outside of business hours then the replacement product will be shipped on the next business day. All RMA's are issued through KwikTag Customer Support (1-877-594-5111 or support@kwiktag.com).

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