

# Return Material Authorization (RMA) Guide for Customers

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## 1 Purpose

This document provides information to assist Infinera Customers in requesting Return Material Authorization for Infinera hardware products.

## 2 Definitions

The following abbreviations are used in this document:

<b>DOA</b>	Dead on Arrival
<b>ESD</b>	Electrostatic Discharge
<b>FRU</b>	Field Replaceable Unit
<b>HRR</b>	Hardware Replacement Request Hardware Replacement Request cases are created in the Infinera Customer Portal to fulfill Customer requests for defective hardware replacement.
<b>NBD</b>	Next Business Day
<b>RMA</b>	Return Material Authorization Authorization from Infinera to proceed with hardware replacement. Return Material Authorization is managed through a Hardware Replacement Request (HRR).
<b>SPMS</b>	Spare Parts Management Service, the optional Infinera service offer that provides advance replacement for defective hardware
<b>TSR</b>	Technical Support Request

## **3 Reasons for Requesting Return Material Authorization**

### **3.1 Failure during Initial Turn-up**

Failure during initial turn-up is classified as a Dead on Arrival (DOA). This type of RMA occurs when a Customer-received new module fails within sixty (60) days of shipment. DOA RMAs are eligible for replacement with a newly manufactured module, shipped to the Customer the NBD after Infinera authorization of the DOA HRR. Customers may request a DOA RMA through the Infinera Customer Portal or by contacting the Infinera Call Center. See the section titled “Requesting an RMA” later in this guide.

### **3.2 Failure During Production Use After Initial Turn-up**

Failure during production use after initial turn-up is classified as a Repair and Return (or Replacement) RMA. This type of RMA occurs when a Customer contacts Infinera to report a failed module and requests authorization to return the module for repair. Failed modules are shipped back to Infinera for repair and return or, at Infinera’s discretion, replacement with a compatible module.

### **3.3 Return for Credit**

Return for Credit occurs when Infinera agrees to accept Customer return of an unopened module. Return for Credits are not processed as RMA cases. Customers requesting Return for Credit should contact their Infinera Sales Account Manager. The Sales Account Manager will collect information about the module type, the module serial number, whether the module is new or used, and the reason for the requested return. The Account Manager will then submit the request to Infinera Finance Order Administration and will advise the Customer on next steps.

## **4 Hardware Service Offerings**

All Infinera Hardware comes with an original Hardware Warranty covering DOA RMAs and Repair and Return (or Replacement) RMA requests for a defined period. After expiration of the original Hardware Warranty, Customers can purchase Extended Hardware Warranty to continue eligibility for Repair and Return (or Replacement) RMA. Customers may also purchase Spare Parts Management Service to obtain advance hardware replacement as a supplementary service to original Warranty and/or Extended Warranty. The information below provides additional information about original Hardware Warranty, Extended Hardware Warranty, and SPMS.

To be eligible to request Return Material Authorization, a product must be either within the original Hardware Warranty period or covered under an Infinera maintenance and support agreement that includes Extended Hardware Warranty coverage. For more information about Infinera maintenance and support services, please contact your Sales Account Manager.

### **4.1 Original Hardware Warranty**

Infinera warrants that during the original Hardware Warranty period, the hardware product shall be free from defects in design, material, and workmanship under normal use and service, and shall conform to Infinera’s applicable product specifications. During the applicable original Hardware Warranty period, and after initiation and acceptance of a corresponding HRR case, Infinera shall, within thirty (30) calendar days of receipt of an authorized returned product, repair or replace the product if it is defective. Any item repaired or replaced by Infinera continues to be warranted for the remaining period on the original Hardware Warranty for the product or for ninety (90) days, whichever is longer.

### **4.2 Extended Hardware Warranty**

Infinera Extended Hardware Warranty service warrants Infinera Hardware products to be free from defects in design, material, and workmanship under normal use and service beyond the original Hardware Warranty period. During the applicable Extended Hardware Warranty period and after initiation and acceptance of a corresponding HRR case, Infinera shall, within thirty (30) calendar days of receipt of an authorized returned product, repair or replace the product

if it is defective. Any item repaired or replaced by Infinera continues to be warranted for the remaining period on the Extended Hardware Warranty for the product or for ninety (90) days, whichever is longer.

Further details are available in the Infinera Statement of Work (SOW) for Extended Hardware Warranty – available upon request from your Sales Account Manager.

### **4.3 Spare Parts Management Service – NBD Ship**

Infinera Spares Management – NBD Spares Shipment Service provides advanced delivery of a replacement FRU to the designated Customer site. Shipment of the replacement FRU will be initiated the NBD after initiation and acceptance of a corresponding HRR case. Shipment will occur from a centralized warehouse (not a local depot). Delivery time will vary depending on warehouse location and associated shipping time.

Further details are available in the Infinera Statement of Work (SOW) for Spares Management Next Business Day Spares Shipment – available upon request from your Sales Account Manager.

### **4.4 Spare Parts Management Service – NBD Arrive**

Infinera Spares Management – NBD Spares Arrival Service provides advanced delivery of a replacement FRU to the designated Customer site no later than the NBD after initiation and acceptance of a corresponding HRR case. Infinera will provide delivery of a replacement hardware module the next business day, provided that the HRR case is accepted by Infinera before 2PM (PST in North America, or CET in Europe). All HRR cases issued and accepted by Infinera after 2PM (PST in North America, or CET in Europe) will be processed the next business day and arrive the following business day.

Further details are available in the Infinera Statement of Work (SOW) for Spares Management Next Business Day Spares Arrival – available upon request from your Sales Account Manager.

### **4.5 Spare Parts Management Service – 4-hour Arrive**

Infinera Spares Management – 4 Hour Spares Arrival Service provides advanced delivery of a replacement FRU to the designated Customer site within 4 hours after initiation and acceptance of a corresponding HRR case.

Further details are available in the Infinera Statement of Work (SOW) for Spares Management Four (4) Hours Spares Arrival – available upon request from your Sales Account Manager.

## **5 Requesting an RMA**

Customers can request an RMA in any of the following ways:

- through the Infinera Customer Portal at <https://support.infinera.com>
- by emailing [techsupport@infinera.com](mailto:techsupport@infinera.com)
- by phoning the Infinera Call Center at +1-408-572-5288

Whether requesting RMA through the Customer Portal, by email, or by phone, the required steps are explained in this section. Each of these three methods results in an HRR case that is serviced through the Infinera Call Center and is visible to the Customer in the Infinera Customer Portal. Within the Customer Portal, the HRR case is classified as a Hardware Replacement Request (HRR) and is assigned a unique HRR case number. Customers may use this unique HRR case number to monitor the RMA status.

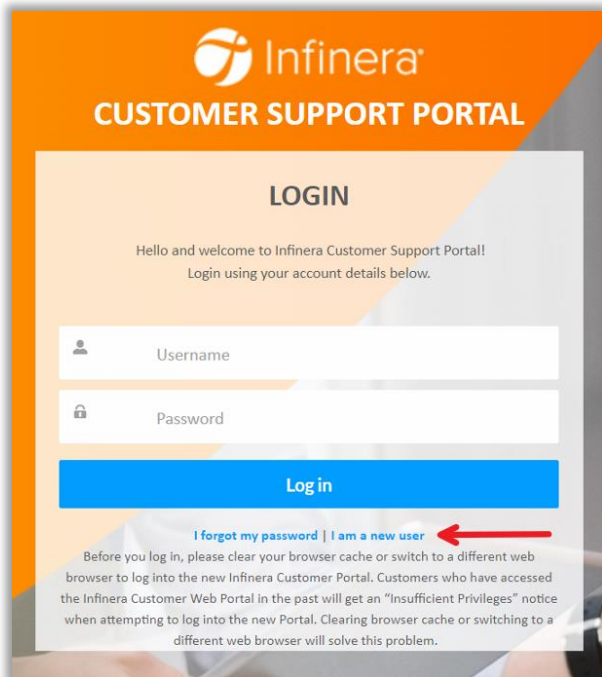
## 5.1 Requesting RMA through the Infinera Customer Portal

### Accessing the Customer Portal

Infinera Customers can access the Infinera Customer Portal through a web browser by going to <https://support.infinera.com>. The preferred web browsers are Google Chrome and Firefox.

To log into the Customer Portal, the Customer must have an account with an authorized username and password. Customers who don't have an Infinera Customer Portal account should request one as follows:

1. Click **I am a new user** on the Customer Portal log-in page.



**Infinera**  
**CUSTOMER SUPPORT PORTAL**

**LOGIN**

Hello and welcome to Infinera Customer Support Portal!  
Login using your account details below.

Username

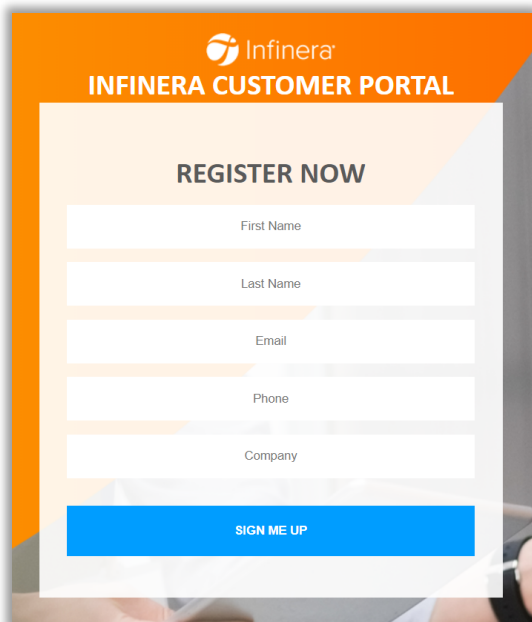
Password

**Log in**

[I forgot my password](#) | [I am a new user](#)

Before you log in, please clear your browser cache or switch to a different web browser to log into the new Infinera Customer Portal. Customers who have accessed the Infinera Customer Web Portal in the past will get an "Insufficient Privileges" notice when attempting to log into the new Portal. Clearing browser cache or switching to a different web browser will solve this problem.

2. Complete the Customer Portal registration form and click **SIGN ME UP**. Infinera will create the Customer's account and email the Customer with log-in credentials.



**Infinera**  
**INFINERA CUSTOMER PORTAL**

**REGISTER NOW**

First Name

Last Name

Email

Phone

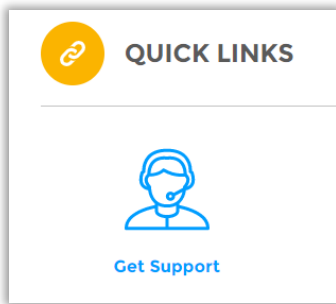
Company

**SIGN ME UP**

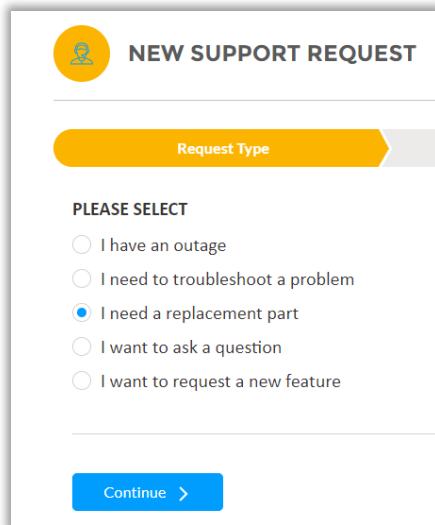
## Requesting the RMA

After logging into the Infinera Customer Portal, complete the following steps to submit an RMA Request:

1. Under Quick Links, click **Get Support**.



2. Select **I need a replacement part** and click **Continue**.



**NEW SUPPORT REQUEST**

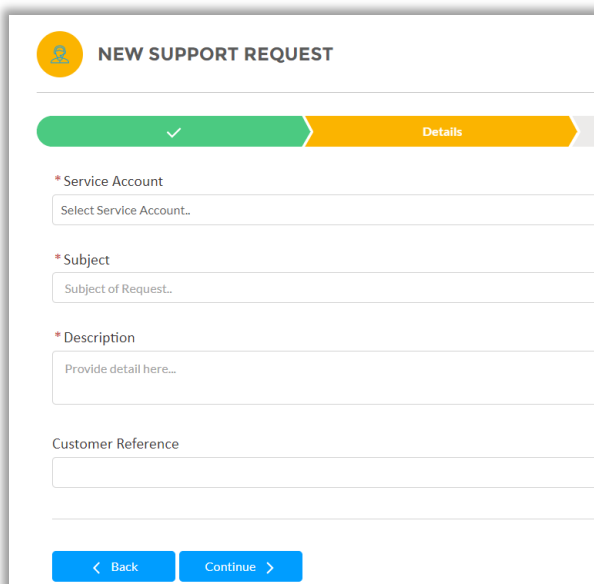
Request Type

PLEASE SELECT

- ☐ I have an outage
- ☐ I need to troubleshoot a problem
- ☒ I need a replacement part
- ☐ I want to ask a question
- ☐ I want to request a new feature

Continue >

3. On the New Support Request - Details screen, type the Service Account name in the **Service Account** field. Then use the **Subject** and **Description** fields to state what the case is about and the reason for the Hardware Replacement Request. Provide a **Customer Reference** number if one is available. Then click **Continue**.



**NEW SUPPORT REQUEST**

Details

\* Service Account  
Select Service Account...

\* Subject  
Subject of Request...

\* Description  
Provide detail here...

Customer Reference

< Back Continue >

4. Complete the following on the New Support Request - Product screen. Then click **Continue**.
- Search for the part's serial number in the **Serial Number** field and select it from the filtered results.
  - The **Entitlements** field will auto-populate and will list one or more available entitlements based on your service level agreement. Though some entitlement examples are shown in the image below, Customers may see other valid entitlements listed in the **Entitlements** field when completing an RMA request. Click the drop-down arrow in the **Entitlements** field to see the available entitlements, and then select the appropriate entitlement.

**NEW SUPPORT REQUEST**

Click here to search via product code

Serial Number  
FG2627210009 X

\*Entitlements  
NBD Ship Adv Replace HW Extended  
NBD Ship Adv Replace HW Extended  
15 Day R&R HW Extended  
30 Day Repair & Replace HW Original

< Back Continue > Cancel

**IMPORTANT NOTE:** Always try to complete the Serial Number field before trying to search by product code. Since serial number is always required, providing the Serial Number here speeds the HRR case submittal. If either the serial number or the entitlement that is needed does not appear in the search results for these fields, the case cannot be completed. If this occurs, then either email [techsupport@infinera.com](mailto:techsupport@infinera.com) or phone the Infinera Call Center at +1-408-572-5288 and state that the absence of a needed serial number or entitlement is preventing the opening of an HRR case in the Customer Portal.

5. On the New Support Request - Address screen, search and enter the following. Then click **Submit**.
- Search for the shipping address in the **Delivery Address** field and select the correct address from the filtered results.
  - Search for the Shipping Contact in the **Delivery Contact** field and select the correct shipping contact from the filtered results.

**NEW SUPPORT REQUEST**

☐ New Address

\*Delivery Address  
Search Shipping Address

☐ New Contact

\*Delivery Contact  
Search Shipping Contact

< Back Cancel Submit

**IMPORTANT NOTE:** If the correct Delivery Address or Delivery Contact does not appear in the search results when typing in these fields, use the New Address or New Contact checkbox to create a new Delivery Address or Delivery Contact. However, use of these checkboxes does not actually add the new Delivery Address or new Delivery Contact into Infinera's system. Instead, the new information is submitted for validation and data entry by the Infinera Call Center.

After completing the steps described above, the Customer will see the assigned number for the new HRR case. This case is sent immediately to the Infinera Call Center where it is validated. If additional details are needed to validate the request, an Infinera Call Center Agent will contact the Customer. Once validated, the case is changed to Open status and passed to Infinera Service Logistics for fulfillment.

## 5.2 Requesting RMA by emailing [techsupport@infinera.com](mailto:techsupport@infinera.com)

**IMPORTANT NOTE:** If the Customer needs a same-day or NBD RMA, the request should be submitted either through the Infinera Customer Portal (see section 5.1) or by phone (see section 5.3) – not by email. Always enter the request via the Infinera Customer Portal or call the Infinera Call Center if the RMA request is urgent.

When submitting an RMA request via email to [techsupport@infinera.com](mailto:techsupport@infinera.com), the following process takes place:

1. The email creates a Minor Technical Support Request (TSR) case in the Infinera Customer Portal.
2. This new Minor TSR case is reviewed based on priority and validated by the Infinera Call Center.
3. The Call Center Agent creates a new HRR case based on details provided in the TSR case. If additional details are needed, the Call Center Agent contacts the Customer. This new HRR case is visible in the Customer Portal as a Hardware Replacement Request (HRR).
4. The Call Center changes the HRR case status to Open, passing the case to Infinera Service Logistics for fulfillment.
5. If same-day delivery is not required, the initial TSR case is changed to Closed status because it is no longer needed. All subsequent tracking of the request is made in the HRR case.

**IMPORTANT NOTE:** For RMAs that require same-day delivery service, both the TSR and the HRR cases remain open and active to ensure effective case handling for fulfillment of the delivery.

## 5.3 Requesting RMA by phoning the Infinera Call Center

To reach the Infinera Call Center by phone, dial +1-408-572-5288. When phoning the Infinera Call Center, Customers should be prepared to provide the following information so that the Call Center Agent can create the HRR case:

- First and last name
- Company name
- Email address
- Phone number
- Delivery contact's first and last name, email address, and phone number
- Delivery address
- Type and serial number of the affected module
- Symptoms that indicate the part is faulty
- Effect on Customer's network (e.g., Is the issue service affecting?)



When phoning the Infinera Call Center to request an RMA, the following process takes place:

1. The Call Center Agent opens a new HRR case in the Infinera Customer Portal, enters the case details listed above, and asks for any additional information needed for the case. This new HRR case is visible in the Customer Portal as a Hardware Replacement Requests (HRR).
2. When adequate details are completed, the Call Center Agent changes the HRR case status to Open, passing the case to Infinera Service Logistics for fulfillment.

If a module is returned to Infinera without RMA authorization, Infinera cannot fulfill the RMA. The module will either be returned to the Customer or scrapped.

## 6 Checking HRR Case Status

All support requests are listed in the Cases section of the Infinera Customer Portal. In the Cases section, there are two case views that list a Customer's RMA requests. These two case views are:

- **Hardware Replacement Requests – Open.** This view lists all HRR cases that are not yet Closed. In this list view, the Customer will see HRR cases that are Open, as well as HRR cases that are in Draft status (not yet processed by the Infinera Call Center).
- **Hardware Replacement Requests – Closed.** This view lists only HRR cases that have been fulfilled and are Closed.

When viewing RMA requests in the Infinera Customer Portal, the Customer may occasionally see an HRR case that has a status other than Draft, Open, or Closed. For a list of additional HRR case states and their definitions, see [Appendix A – RMA Status Definitions](#).

## 7 Returning a Failed Module

To ensure successful return of an RMA request, an HRR case must exist in the Infinera Customer Portal and must be in "Open" status. Customers should always check the status of the HRR case before shipping equipment. If the case is still in "Draft" status or the request still exists as a TSR case (meaning the HRR case has not yet been created by the Infinera Call Center), do not ship the module because the module cannot be accurately tracked. If the HRR case is in "Open" status, there is no need to wait. For an "Open" status HRR case, the module can be shipped and the HRR case number (Hardware Replacement Request number) should be used for return tracking.

With the HRR case number, the Customer will receive return instructions from Infinera. The Customer must ensure the HRR case number is written clearly on the package prior to shipping the module back to Infinera.

## 8 Packaging Requirements

To return a module back to Infinera, obtain appropriate materials for the transportation of the module, and properly pack and prepare the module for shipment.

Packaging must include an undamaged box, sufficient padding, and complete ESD protection. If a module is returned without proper packaging, Infinera will be unable to provide failure analysis. Infinera includes proper packing and shipping instructions with each return authorization email to Customers. It is essential that Customers follow the packing and shipping instructions provided.

When packing and returning a failed module, please use the following instructions:

1. Using proper ESD precautions:
  - a. For DOA and SPMS RMAs, remove the replacement module from its packaging. Please open the package carefully and do not throw away the packaging.
  - b. Remove the failed module from the system.
  - c. Insert the replacement module into the system.
  - d. Pack the failed module into an anti-static bag.
  - e. For DOA and SPMS RMAs, using the packing materials from the replacement module, pack the anti-static bag (with the failed module inside) into the box used to ship the replacement module.
  - f. For Repair and Return (or Replacement), using appropriate packing materials, pack the anti-static bag (with the failed module inside) into a box.
2. Prepare the box for error-free shipping:
  - a. Remove all the original shipping labels from the exterior of the box.
  - b. Mask any inappropriate text that could cause carrier confusion.
3. For DOA and SPMS RMAs, Infinera will provide an RMA Packaging Instruction form. Write the HRR case number on this form and include the form in the return box.
4. Seal the box securely.
5. Complete the shipping label and affix it to the top of the return box.
  - a. For DOA and SPMS RMAs in the United States, Mexico, and Japan, Infinera supplies paperwork with a tracking number, filled out packing list (excluding the HRR case number), and a shipping label. This packet is included with the shipment of the replacement FRU.
  - b. For DOA and SPMS RMAs in other countries, Infinera provides instructions for how to return the defective FRU, including Infinera account information to be used for the return shipment. The Infinera Call Center can assist with any questions about return shipment.
  - c. Fill in the appropriate Infinera RMA Return Location as stated in the HRR case in the Infinera Customer Portal. For Customers who do not have access to the Infinera Customer Portal, the RMA Return Location is also stated in the return authorization email that the Customer received when the HRR case was opened. If necessary, contact the Infinera Call Center and ask them for the shipping location stated in the HRR case.
  - d. Write the HRR case number clearly on the shipping label.
6. Return the package to Infinera.

**IMPORTANT NOTE:** Please write the HRR case number clearly on the return shipping label!

## 9 RMA Return Locations

The equipment return location is stated in the HRR case. Customers should consult the HRR case (or the return authorization email they received when the case was opened) to find the shipping address and related contact details. The location stated in the HRR case is based on the region or country from which the Customer is returning the module as well as the service level that has been purchased. Customers who are unsure about a return location should contact the Infinera Call Center at +1-408-572-5288.

**NOTE:** Berlin, Germany is no longer a valid return location for Infinera. If your HRR case states a return location in Berlin, please contact the Infinera Call Center for a valid return shipping location address.

The return address as stated in the HRR case must be correctly stated on the shipping label to ensure the correct receipt of the module.

No shipping labels are provided by Infinera for Repair and Return (or Replacement) RMAs. It is the Customer's responsibility to appropriately pack, label, and ship the module to the Infinera return address.

## 10 Appendix A – RMA Status Definitions

There are several states available for an HRR case. Below is a detailed definition of each, listed in logical order of use.

<b>Draft</b>	HRR case that has been initiated but not validated by the Infinera Call Center. The Infinera Call Center can still make changes to a Draft HRR case.
<b>New</b>	Newly created and validated HRR case that has not yet been processed for delivery.
<b>Open</b>	HRR case that has been sent to be processed for delivery.
<b>Received not Shipped</b>	Infinera has received the module in but has not yet shipped the module back out. This status is applicable to original Hardware Warranty RMAs and Extended Hardware Warranty RMAs.
<b>Closed</b>	Infinera has shipped the module to the Customer and, for DOA and SPMS RMAs, Infinera has received the returned defective module from the Customer.
<b>Shipped not Received</b>	Infinera has shipped the Customer a module but has not yet received a return module from the Customer.
<b>Shipped not Received-Escalated</b>	This is an SPMS HRR case that has been shipped to the Customer and the Customer has not returned the part within the agreed timeframe. Infinera has escalated the issue back out to the Customer to urgently request return of the replaced module.
<b>Return in Transit</b>	A card is on its way back to Infinera.
<b>Invoice Requested</b>	Infinera has shipped a module but never received one back from the Customer. After escalating the issue to the Customer without adequate response, Infinera issues an invoice to the Customer for the non-returned module (at the Customer list price).
<b>Closed – Invoiced</b>	The HRR case has been closed and the Customer has paid for a non-returned module.
<b>Closed – Written Off</b>	Infinera has closed the HRR case because the module was written off at Infinera's cost due to various reasons that fall on Infinera's responsibilities.