



Warranty Process





Dear Customers,

We are pleased to present the new Warranty Process which we have designed and thought out for you to continue providing an excellent service for which we are internationally recognized.

Upon receipt of this communication, to get the Warranty process started, you must complete the form through the following link:

www.sieraelectronics.com/new-rma-ticket/

In this portal, the information received will be processed, and sent directly to our Technical Support Department to start the Warranty Process or "RMA" (Return of Material Authorization)

Once the information you provided is received, you will be assigned an "RMA" ticket. From this moment on and after the registration is generated, Siera Engineers will contact you by e-mail, within a maximum of 48 business hours from the generation of the Ticket. Check the mail to promptly answer Siera's engineer requiring additional information such as: images or videos, to be able to carry out a better diagnosis of what happened to your equipment.

Once the data has been analyzed and processed it will be determined whether the warranty applies or not.

If the warranty applies the Engineer in charge will change the status of the Ticket from "In Process" to "Pending Warranty". From this change in status, in the next 48 business hours you will be informed on the most appropriate solution for the case, which may be a Credit Note, the shipment of the spare part, or to send the same or equivalent product.

Whether a Credit Note is applied, it will be sent by e-mail to the e-mail address you have loaded in the ticket.

If the shipment, or the spare part, or the product is approved, you will receive notifications by e-mail every time the information is updated until you receive it. You can also track the shipment by yourself at the following link: www.sieraelectronics.com/rma/

Once the process is finished, the case will be considered closed, changing the Ticket to "Closed Warranty" status.

If the "NO Guarantee Application" is determined, you will be informed by e-mail and the corresponding Ticket will be closed.

Many thanks in advance