

RMA Process

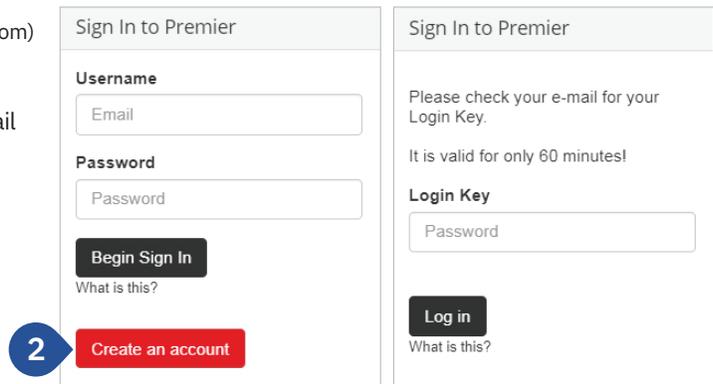
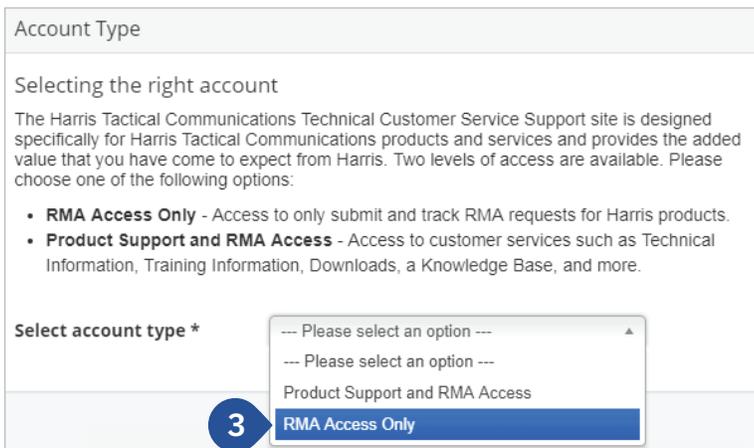
1. Start by opening the WEBPAGE (<https://tcpremier.l3harris.com>)

2. Click **CREATE AN ACCOUNT** within the Sign-in Box.

If you already have a TCPremier account, enter your email address and password and, click **BEGIN SIGN IN**.

Please note that TCPremier is now using **2-FACTOR AUTHENTICATION**. TCPremier will send a Login Key to your email address.

Enter this key in the Login Key box and click **LOG IN**, and skip to step 4.

3. For Account Type, choose **RMA ACCESS ONLY***

Complete the Form and click **REGISTER**.

An email will then be sent to your email with instructions for verifying your account. After verification, you will receive a second email that your account is verified and active.

* Choosing Product Support RMA Access will result in delays as your account will be subject to additional vetting.

Message
Thank you for registering at Harris Tactical Communications Premier. There are still a few more steps before your account can be used.

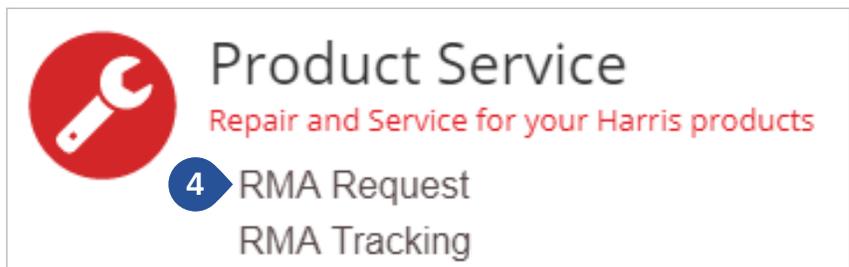
1. A verification link has been sent to the email address you entered. **You must** verify your email address by clicking on the verification link below within **24 hours**
2. If you requested a product support account, your account must be vetted by Harris before enabling—this can take several days and you will be notified when your account is ready.

If you do not receive a verification email to the email address you entered in a few minutes, check your **Junk Email/Spam mail** folder for the email.

Note: the link may have been modified by your IT department or firewall product, adding the words **CAUTION** or **DISABLED** to the link. If this happens, close all your browsers and copy and paste the verification link to your browser window.

Remember, if you requested a product support account, the vetting process can take several days and you will be notified by email when you can log in, using your email address and the password you just created.

After you have signed into your account choose RMA Request in the Product Service Box on the homepage.



4. If you see the Return Information and it is not correct or blank, press **UPDATE**.

Select the **PURPOSE OF RETURN**:

Repair—The units being sent in are for repair.

Upgrade—The units being sent in are for upgrade, you will be prompted for a Contract number.

Trade In—the units sent in are part of a trade in program, you will be prompted for a Contract number.

Other—Please list a reason.

Fill out the remainder of the form and click **UPDATE** when done.

Return Information:

Purpose of Return:
 End User Country (to determine Software):
 End User (Military Branch or Customer Name):

Update

Purpose of Return: Repair

End User Country (to determine Software): USA

End User (Military Branch or Customer Name): Army

Update **Cancel**

Fields in **RED** are required.

5. Click **ADD ITEM**.

Return a Product for Service

Part Number	Item Description	Serial #	Problem Description	Warranty Expiration Date	Warranty or Billable	Repair Price USD
No Items in RMA Basket. Click "Add Item" to add items to your RMA Basket.						

6 **Add Item** **Clear Items**

Insert equipment information* and click **ADD**.

*Having trouble finding your equipment Part Number (PN) information?



Return a Product for Service

Please enter the item for return

Serial Number is required. If not serialized, check the box marked N/A.

Part number: 10513-1000-07

Serial Number (if serialized): 012345 N/A

All equipment returned to Harris Corporation on a RMA is tested to ensure it meets product specifications. When a detailed description of the 'Problem Description' is included with the RMA additional analysis and or tests will be performed on the equipment to make sure the 'Problem Description' has been identified and addressed.

Problem Description: Does not power up

7 **Add** **Cancel**

Fields in **RED** are required.

Be as detailed as possible in the Problem Description.

6. After you add an item, there are several options:

Return a Product for Service

Part Number	Item Description	Serial #	Problem Description	Warranty Expiration Date	Warranty or Billable	Repair Price USD	
10513-1000-07	RT-1796(P) STANDARD RADIO PN:10513-1000-07	012345	DOES NOT POWER UP	2010-06-21	B	Estimate Required	Delete Copy

8a
8b
8c

Add Item
Submit RMA
Clear Items

Once an item is added, you will see the Firm fixed repair price, or estimate required. Warranty expiration, warranty or billable and Repair Price USD are also provided.

8d
8e

- a. If you have another item, click the Add Item button.
- b. If this is the only item you are returning, click Submit RMA

- c. If you want to cancel all items, click the Clear Items button.
- d. This section lets you see if the unit is under warranty. If it is not, you will see the repair price.

- e. If you are returning additional similar items, select Copy and will only need to add the serial number of the new item. You will be able to edit the Problem Description.

If any of the items listed are billable, you will be prompted for a payment method. Click **UPDATE**.

Payment Information:

Payment Method:

Tax Exempt: No

COMSEC/DODAAC:

Harris does not accept Military Interdepartmental Purchase Requests (MIPR).

Update

Select the **PAYMENT METHOD** and other options and click **UPDATE**.

RMA Payment Information

Payment Method: Purchase Order

Tax Exempt: **Please make sure to send in your tax exempt certificate.**

COMSEC/DODAAC: 3333

Update
Cancel

Fields in **RED** are required.

7. Once you click **SUBMIT RMA**, you will be asked for a person and address to whom the repaired equipment should be returned.

You may also add a secondary Premier user to access information regarding this RMA Request. This user will be permitted to view order status from their own TCPremier account.

Return a Product for Service

Please select a **Contact** and **Company/Address** listing to proceed

Customer Return to Contact [Add New Contact]

First Name	Last Name	Email	Phone	Fax

Customer Return to Company/Address [Add New Company/Address]

Company	Address	City	State	Zip	Country

(Optional) Enter an email address below if you would like another Premier user to track this RMA. Please note the person must be a registered user to track RMAs.

Secondary Tracking Email Address:

8. Review page before submitting request. User must agree to **TERMS AND CONDITIONS** before being able to submit request.

Customer Information:

Stuart Patterson
Phone: 3217243457
Fax:
Email: spatters@harris.com
Company: harris test

Return To:

Stuart Patterson
123 tester lane

melbourne, FL 32907
USA

Part Number	Item Description	Serial #	Problem Description	Warranty Expiration Date	Warranty or Billable	Repair Price USD
10513-1000-07	RT-1796(P) STANDARD RADIO PN:10513-1000-07	012345	DOES NOT POWER UP	2010-06-21	B	Estimate Required

I HAVE READ THE TERMS AND CONDITIONS BELOW AND AGREE TO ALL OF THE PROVISIONS CONTAINED.

Terms and Conditions

1. Definitions: As used in these Terms and Conditions, the following terms shall have the following meanings: (a) "Supplies" or "Equipment" shall mean Seller's products or services; (b) The term this "Subcontract," this "Contract" or this "Purchase Order" or this "Agreement" are interchangeable and wherever appearing herein, shall be deemed to mean the contractual instrument, which shall be binding between Purchaser and Seller; (c) "RMA" (Return Material Authorization) shall be a number assigned to a specified list of equipment being sent to Seller for repair/upgrade.

2. Price, Flat Repair Fee: Seller charges a flat repair fee (Firm-Fixed Price) for the out-of- warranty-repair of most products. By obtaining an RMA number for a product subject to a flat repair fee, Purchaser authorizes Seller to perform the repair and collect payment. Seller also retains the right to determine that a returned product is Beyond Economical Repair (BER). Seller will charge, and Purchaser agrees to pay, an intake evaluation fee of \$250 for each returned product that Seller

9. Confirmation Screen:

After submitting your request, you will be provided clickable links to:

- a. Reference Label
- b. Shipping Instructions
- c. Printing Tracking Information

This information will also be sent to you in an email.

Thank You for submitting your RMA. [Continue to Home Page](#)

Your RMA has been submitted as RMA # 1-356206728

11a

Please print **RMA REFERENCE LABEL # 1-356206728** and attach to your shipment.

Please only send items back that are part of the defective problem.

For additional instruction, please refer to the RMA shipping instructions for further assistance:

11b

- https://tcpremier.harris.com/managed_content/domestic_rma_instructions.pdf

You track your RMA submission by using the 'RMA Tracking' link on the left navigation. You can also print the details of your submission with the following link:

11c

- [Print RMA # 1-356206728](#)

This RMA will automatically expire within 180 days of the submission date if Harris has not received the items listed.

If items are not received within 165 days of RMA submission an email will be sent to inform you that Harris has not received the items and that your RMA will expire in 15 days.

Once an RMA has expired it will be necessary to submit a new RMA before shipping the items to Harris.