

I. Introduction

This document outlines the process for submitting a request for a Return Material Authorization (RMA) with Inogen, detailing our intake procedures and the subsequent steps involved. To improve customer satisfaction and timeliness of RMA responses, Inogen has implemented an automated process for handling your RMA Request.

What is an RMA? Return Material Authorization (RMA) are integral to businesses, serving as a structured system for managing and tracking product returns. At Inogen, RMAs allow customers to return defective or damaged products for repair or replacement.

II. Initiating an RMA Request

Primary Method: Inogen Provider Website

The primary method for initiating an RMA Request is through the Inogen Provider website below:

<https://provider.inogen.com/en/support/returns-and-exchanges>

This online form streamlines the RMA request process and requires you to enter your customer number to begin filling out the form. After submission, you will receive an automated response from Inogen based on the information provided.

Batch Method: Excel Spreadsheet Submission

An alternative method for submitting an RMA request is via an Excel spreadsheet. This option is specifically designed for customers with large fleets of devices who regularly submit more than **10** RMA requests at a time. Please email the completed spread sheet to ProviderRMA@Inogen.net.

Important Note:

Please be aware that both methods are processed through automation which includes several validations to ensure accuracy and efficiency. In the event of incorrect or insufficient information in required fields the system will generate exceptions, and it may delay your response time. To avoid delays, please ensure all fields are accurately completed before submitting your RMA request

The information that is required and we validate for are:

- Customer Number
- Company Name
- Contact Name
- Email address
- Phone number
- Ship to address
- Country
- Product being reported
- Product Serial Number
- Return Reason
- Indicate if there was user harm
- Additional details of the issue

For the entry into the **excel spreadsheet**, it is critical that the fields *Product Being Reported* and *Return Reason* are selected from the provided drop-down menus and align with specified options. Any variation from the provided list will result in the request not being processed and will be considered an exception.

III. The RMA Request Assessment and Next Steps

After the submission of your RMA, our automated program will assess the information provided. The program will verify the eligibility of your request based on our warranty terms and conditions, as well as the nature of the issue reported. Your request will be reviewed and a response provided within 48 hours.

Devices under warranty will receive an automated response with the RMA number and shipping instructions. Devices determined to be out of warranty will receive an automated notification with repairs options and instructions.

If further information is needed to process the submission, you will be contacted by Inogen's B2B Sales Support.

IV. Receiving and Processing the Returned Product

Our standard policy is to repair defective devices. However, if a device is deemed an out-of-box failure within 90 days of purchase, we will provide a replacement. Please note that user abuse or any other defects not covered under warranty will result in the warranty being void and charges to repair the product may apply.

Upon receipt of the returned device to our repair center, our typical RMA processing time is 5 to 10 business days. Once the repair is complete the product will be returned.

V. Contact Information

For any questions regarding RMA submission and process, please contact Inogen's B2B Sales Support.

855-631-2438

B2BSalesSupport@inogen.net

Thank you for choosing Inogen!