

RMA Client Process

Notify Innon of a potentially faulty product through customer support (support@innon.co.uk or phone line)



Innon runs a product assessment with the client.

If the product is determined faulty, Innon starts the R.M.A. process



Innon provides R.M.A. number to the client and organises for product collection at client preferred place



Prepare the product boxed with shipping label attached to the box, ready for collection



Innon provides a report of the product issue to the client





The product was determined faulty due to a factory defect



The product was determined faulty due to wrong use.

A quote for repairing the product is provided to the client



Client can decide to receive from Innon either:

- A credit note
- A replacement product

Client can decide to either:

- Get the product repaired
- Do nothing