RMA REPLACEMENT PROCESS

Distributor / Partner	BlackVue Sales Team	BlackVue A/S Team

1. Email the RMA Sheet → 2. Receive & Confirm RMA Sheet → 3. Estimate Total RMA Cost

5. Approve/Confirm RMA Cost and Ship RMA Package ← 4. Inform Estimated Total RMA Cost ←

6. RMA Customs Release → 7. Receive Defective Cameras & Confirm Model/Quantity

8. Request Replacement RMA Shipment → 9. RMA Packaging & Shipment

12. Pay RMA Fee ← 10. Ship RMA Package (DHL) & Generate CI ←

13. RMA List Update