

Onsite Customer Engagement Policy for Installer Regarding Potential Brilliant Defective Unit

Pilot Duration - Q2 (April-Jun)

Dear Pat,

Brilliant stands behind the quality of every product sold and delivered, hoping that each and every customer expectation is met and exceeded. The Onsite Customer Engagement Policy outlines the process for Installers to receive live support during the installation at a Customer location. Our intention is to ensure the Customer's installation goes smoothly and to address any challenges during the installation process. The Policy is valid if the Installer is at the client site in front of the Brilliant Product and engages directly through the communications denoted below.

For product warranty, please visit our [Brilliant Warranty Policy](#).

ONSITE CUSTOMER ENGAGEMENT FOR INSTALLER

1. If Installer has questions or technical issues during the installation at the Customer site, please contact Brilliant Support at **+1 (855) 915-0444** while the Brilliant unit is still in the wall.
2. Brilliant Support will assist in troubleshooting installation and configuration on the phone while the Installer is at the Customer site.
3. If Brilliant Support and Installer determine the Brilliant Unit is defective and cannot be installed and configured, the installer has two options:

NOTE: No replacement or RA# will be given without proper troubleshooting. If the installer refuses to troubleshoot, they will not be given a replacement or RA#. Customer Support will request that they talk to their Brilliant Regional Manager.

In order to obtain a replacement from Brilliant the installer has 2 choices.

- a. Brilliant Support will issue a Return Merchandise Authorization (RMA) number and replace either the gangbox or faceplate depending on the issue.

OR

- b. The installer can go back to their Distributor and obtain an A stock replacement
 - i. In order to obtain a replacement from their Distributor, the Installer will need an RA # from Brilliant Support
 1. Support will issue an RA #
 2. Support will notate & email the installer
 - a. Installer Name
 - b. Installer Email Address
 - c. Serial #s (faceplate and gangbox) of defective units
 - d. Description of Issue
 - e. RA#

BRILLIANT DEFECTIVE UNIT REPLACEMENT FROM DISTRIBUTOR

1. Each order being returned must have a valid RA number from Brilliant Support. This RA # will be supplied to the dealer from the installer via an authorized email from Brilliant Support. Returns will not be accepted without a valid RA number. The RA number will be valid for 45 days after issue.
2. The installer will return the Defective Brilliant unit, along with the RA #, to its Distributor to receive a new Brilliant unit.

DISTRIBUTOR PROCESSING OF RMAS FROM ONSITE CUSTOMER DEPLOYMENTS

1. Once a month, the distributor will reach out to Brilliant to obtain a bulk RMA for their defective units.
 - a. Distributor to email orders@brilliant.tech to start the bulk RMA process
 - b. The following should be included in the email:
 - i. List of approved RA#s
 - ii. Itemized list of devices requested for replacement
2. Brilliant will then issue an RMA # and shipping label to send back defective units
3. Brilliant will ship new A stock upon receipt of the defective Brilliant units. All returns must include the RA # issued to the installer from Brilliant Support.

CONTACT US

Phone Support: +1 (855) 915-0444

Monday – Friday: 9AM – 5PM (PST)