

A Gomas Enterprise



Shared Beliefs & Goals

Repair & Return

*Sequel*



## Introduction

Repair & Return Technology (India) Pvt. Ltd. (R&R) was formed in the year 2001, initially with the entity being called Reverse Logistics India Pvt. Ltd., and later rechristened to its present avatar.

In the year 2007, R&R signed a joint venture agreement with Sequel Technology Ltd. Hong Kong for repairs of LCD Panels. Sequel for the past thirteen years has carved a niche in the business of Repair and AMS (After Market Services) and is geared up to cater to the needs of the Consumer Electronics and Communication Industries.

R&R is a true end-to-end return management solutions company catering to both International & Domestic Manufacturers. R&R offers a diverse portfolio of technical services for products including Consumer Entertainment, Telecom & Wireless products.

## Vision, Mission & Quality Policy

### Vision

To be a leading service provider for “Technical & Logistics” services by leveraging to technology and domain expertise to ensure customer delight.

### Mission

Aim for long term partnership with customers based on “Shared Beliefs and Goals” for synergetic growth

### Quality Policy

We are committed to exceed customer expectations by adhering to Quality Standards & through continual improvements in all our business processes.

## Partnership

R&R has a joint venture agreement with Sequel Technology Ltd. Hong Kong. Sequel is a well know player since 1997 in the field of Repair and RMA management services with a large presence in Taiwan, China & the United States of America. This joint venture enables R&R to leverage the professional technology experience and expertise of Sequel for our customers here in India.



## Return Logistics

R&R offers a wealth of experience in managing the return of goods, from basic return to repair and warranty fulfillment. We take over the management of returned; under-repair or obsolete products for clients, and either send them back or handle local. R&R can manage various types of product returns including defective and dead-on-arrival products, demo returns and stock rotation returns that will reduce losses and increase the company's bottom line.

### Scope of our Return Logistics Services

- ◆ Re-Export/Re-Import
- ◆ Duty Drawback
- ◆ RMA Management
- ◆ Parts Distribution
- ◆ Warranty Fulfilment

### Industries Served

IT Hardware & Networking  
Telcom & WiMax  
Medical Electronics  
Test & Measuring  
Consumer Entertainment  
Engineering Industry

### Custom Return Logistics Services

#### 360° Logistics

Customers who send items such as tools, equipment and demo samples out of country for temporary purposes, and which are required to be re-imported back after the completion of said tasks, will find our 360 Logistics services, invaluable. The simple reason being, R&R can take care of complete formalities starting from import, export documentation and freighting to destination and thereafter handles all formalities required to safely bring back the items to country of origin.



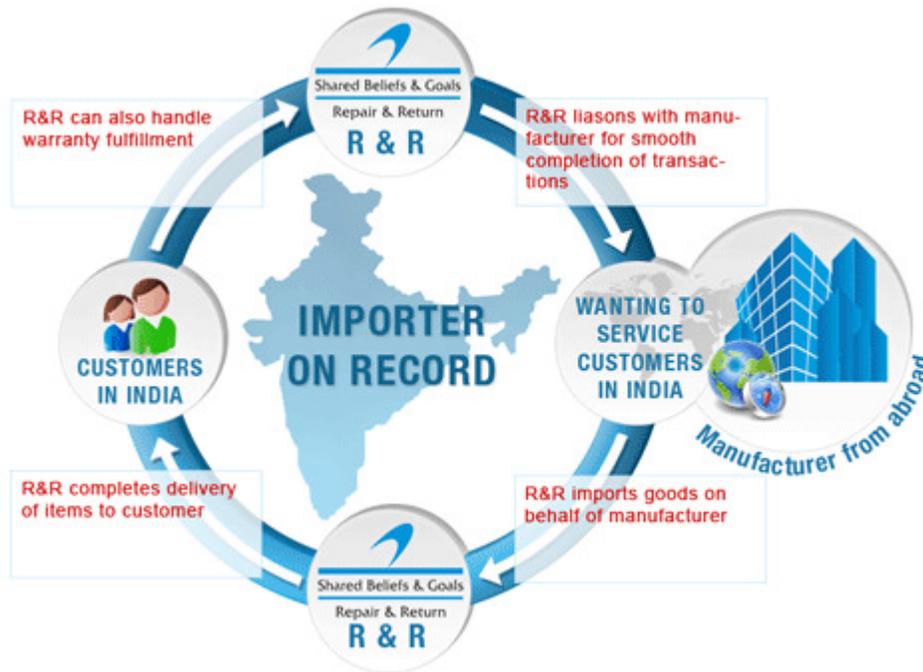
## Consignment-On-Sale-Basis-Thru-Bonded-Warehouse

Manufacturers looking to sell their products through a Channel network, but worried about Warranty Fulfilment, due to change in Channel partner dynamics, can safely take this route to reach their products to the end-user. R&R can handle product distribution to the Channel network, and then be responsible for product returns and warranty fulfilment directly from end-user, there-by eliminating dependence of the manufacturer on the Channel to provide warranty services.

## Importer / Exporter on Record (IOR / EOR) Services

R&R offers low cost solutions for businesses, which do not have a direct presence in India, but would like to sell and support customers without a direct presence here. R&R offers you Importer on Record Services, to businesses located outside of India. R&R would act as an Importer on behalf of the end customer, where all transactions are undertaken by R&R and delivered to the customer.

Similarly, EOR services will help in the channelling of products to repair vendors outside the country, and then bring them back after completion of repair services. R&R can thus act as Exporter on Record, without the third-party repair vendor having to get involved in import/export clearance formalities.



# Technical Repair & RMA Services

## Deployment

R&R can offer its expertise, in deployment projects like Environmental monitoring systems (EMS) or custom deployment projects in areas such as IT Hardware, Networking or Telecom, where our personnel would be responsible for turnkey implementation till project roll-out.

## Onsite Service

R&R provides onsite support as a part of warranty services, wherein based on RMA, a technician visits the customer place to ascertain and fix issues on site by either replacing parts or minor rework.

## RTB (Return-To-Bench) Repair Services & Parts Recovery

Complementing our Onsite Services, R&R can provide return to bench services, to those products, that could not be repaired onsite. Such products are brought back to R&R's repair centres, where the following activities would be carried out:

- Testing & Screening
- No-Fault-Found (NFF) testing
- Rework
- Repair
- Refurbishing

## **Parts Recovery**

During the process of performing RTB/Repair of products, usable good components and/or parts will be recovered from the physically damaged/beyond economical repair products. R&R would recover such useable components and reuse them in the repair process of other products of that particular manufacturer.

## ECN & Sorting

R&R provides ECN (Engineering Change Note) services, where due to certain design issues; certain models of a particular batch would require ECN process. R&R provides ECN services for various products including PCBA (printed circuit board assemblies).

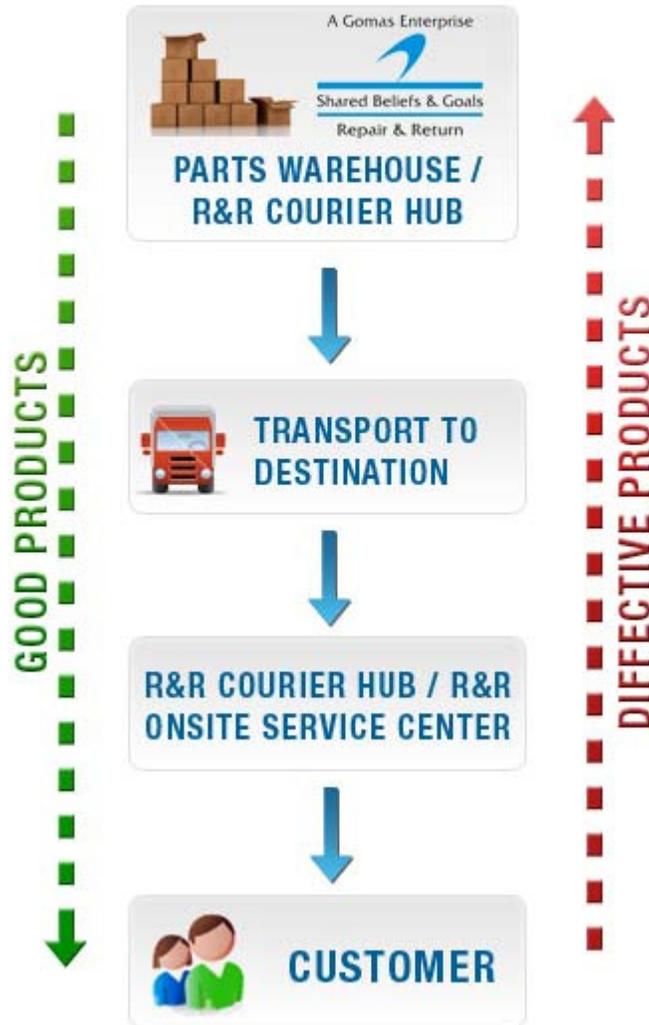
At times overseas suppliers of electronic products and parts to Indian manufacturers/traders would need '**sorting services**' in India either at manufacturer premises or warehouse hub prior to issuing to the production line. This would be mainly due to transit damages, and quality inspection that would be required by Indian manufacturers or the overseas supplier.



## Tech Courier

Tech Courier is another innovative concept pioneered by R&R for our customers, looking at faster movement of spare parts between parts warehouses, service centres and the end customer. With tech courier, you can eliminate the need for both parts warehouse and the courier intermediary. Repair and Return can offer to act as your parts warehouse cum courier hub, cutting down the time required to ship spare parts to and fro, from the warehouse to the end customer for replacement.

### R&R SOLUTION ( TECH COURIER )



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## Tech Help Desk

The biggest advantage of providing help desk support is that it creates a positive image in the minds of the customer about the product he has bought or intends to buy. R&R provides outsourced Technical & Customer support Helpdesk services by providing customized solutions that meet the unique challenges and needs facing individual companies.

### With R&R Helpdesk Services you get:

- Freedom to focus on core business objectives
- Give your customers a professional product support experience.
- Lower technical support costs.
- Improve your business image.

R&R offer L1 & L2 Technical Helpdesk Support services for manufacturers, OEM's and Distributors, with tailor-made solutions to address your customer service requirements. R&R can provide experienced help desk personnel and systems to manage your customer support and reverse logistics process. Our help desk agents handle inbound calls, tackle problems and escalate issues where required, issue RMS ids and track the entire process till its logical end.

## LCD Panel & LCD Monitor Repair

R&R has created a state-of-art LCD panel repair facility in Bangalore which spreads over an area of about 400 sq mts of clean room consisting of both Class 1k and Class 10k as per ISO standards. To provide integrated repair services benefits to our customers; in addition to LCD panel repairs, R&R also provides Level 2 repairs of LCD Monitors. Customer can avail of seamless and quality service benefit of both LCD monitors repair and LCD panel repair simultaneously

### Repair Facilities

- ⦿ Clean Rooms conforming to ISO 14644 -4,5 & 6 (Class 100, Class 1K & Class 10K)
- ⦿ Repair capacity to handle more than 7000 panels per month
- ⦿ Polarizer Detach & Attach Machines
- ⦿ COF & COG Bonding machines
- ⦿ BLU, CCF Lamp
- ⦿ ESD Compliant facility
- ⦿ Power Redundancy
- ⦿ IBMS Powered Repair facility



### Our Competency:

- ◆ Trained Manpower
- ◆ Highly Consistent process
- ◆ Quality
- ◆ Higher Repair TAT
- ◆ Repair Warranty
- ◆ Highest Repair Yield

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