

RMA and Support Request Procedure

Products within warranty are subject to the terms and conditions of the original sale or purchase.

1. Using your existing Blaize Freshdesk account, go to <https://blaize.freshdesk.com/> and login. If you do not have an Freshdesk account, please reach out to your Blaize sales representative.
2. Once logged in, click "Submit a ticket".
3. Complete all mandatory fields and click "Submit" at the bottom of the ticket.
4. Upon review of your request, a member of Blaize will contact you. If a return is approved, they will provide an RMA (Return Material Authorization) number with appropriate instructions on how to return the unit to Blaize.
5. There will be a disposition on the affected unit once the unit is received and reviewed by Blaize staff against the terms and conditions laid out at the time of the sale.

PACKAGING YOUR PRODUCT RETURN

It is the customer's responsibility to ensure that products are packaged and shipped appropriately. We reserve the right to deny a repair due to damage caused by failure to properly protect and package the unit from mechanical damage. The RMA number must be clearly marked on the outside of the box. Products received with no RMA number visible on the box may be returned.