

# Middle East Repair Logistics Customer Instructions

## Table of Contents

---

General Information.....	2
Outbound Shipping.....	2
Inbound Shipping/Collection General Information .....	2
Inbound Shipping/Collection Process .....	2
Collection Address/Collection Contact Details .....	3
Option 1: Using Zebra’s Repair Order Portal.....	3
Option 2: Using Zebra’s Repair Request Form.....	4
Special Situations.....	5
When Collection Address is Different from the Return Address .....	5
When Collection is Not Required.....	5

## General Information

Beginning May 16, 2022, Zebra's primary logistics solutions provider outbound and inbound shipping/collection in the Middle East Repair will be DHL. However, in some instances, for example, remote locations in Egypt, other carriers may be used.

The scope of this document is to list important details regarding the inbound shipping/collection solution and describe the process of collection from the partner or customer's perspective.

## Outbound Shipping

Zebra will provide shipment on all outbound repairs to specified partner or customer delivery locations and will cover all costs and risks associated with shipments.

### Notes:

- Outbound shipping, where all costs are covered by Zebra, is not available for partners and customers in Afghanistan, Iraq, Libya, Pakistan, Palestine, Yemen and other locations which are not listed below.

## Inbound Shipping/Collection General Information

- Zebra will organize collections for inbound repairs of Zebra devices from your location directly to our repair service center for no additional charges.
- This Collection Service is available for United Arab Emirates, Bahrain, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia and Egypt only.
- This Collection Service is available for contracted *Zebra OneCare Select, Essential, and Special Value (SV)* units only.
- Collection is physically organized the same or next working day from the RMA creation if all details provided are accurate and available.

### Notes:

- This Collection Service is not available for partners and customers in Afghanistan, Iraq, Libya, Pakistan, Palestine and Yemen. Partners and customers in these countries are responsible for the inbound shipping to Zebra's repair center.
- Partners and customers with warranty and T&M repairs are responsible for their own inbound shipping to Zebra's repair center.

## Inbound Shipping/Collection Process

- After a repair authorization request (RMA) is created via Zebra Repair Order Portal or Zebra Repair Request Form, the carrier will contact partners and customers through email or phone call to confirm collection details and airway bill (AWB).
- The physical collection of devices requiring repair is performed the same or next working day depending on the RMA's creation time.
- In [special situations](#) (listed below), the partner or customer must communicate directly with the carrier.
- For more information, contact your Zebra Representative or the Zebra Help Desk using the contact methods available on our [Contact Support](#) page.

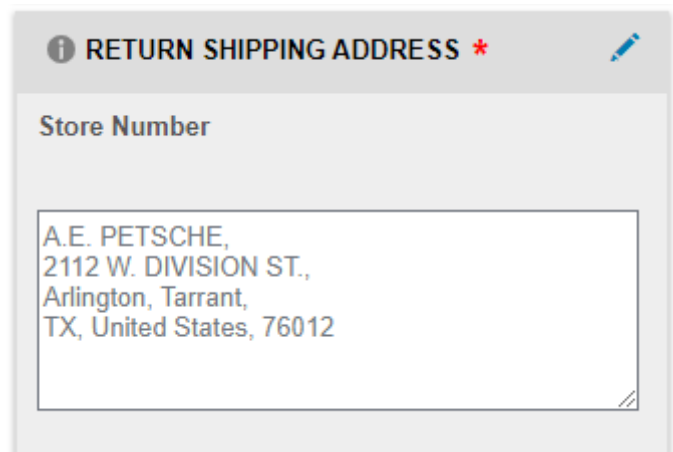
## Collection Address/Collection Contact Details

By default, the Return Address provided in the RMA is considered as the Collection Address. The Contact Details provided in RMA, are considered as the Collection Contact Details.

### Option 1: Using Zebra's Repair Order Portal

When creating an RMA via Zebra Repair Order Portal, the first step is to fill in the Shipping Details.

Return Shipping Address is considered as Collection Address.



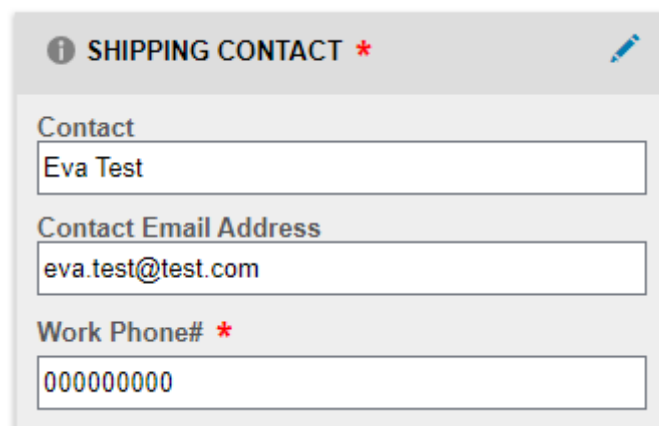
**RETURN SHIPPING ADDRESS \***

Store Number

A.E. PETSCH,  
2112 W. DIVISION ST.,  
Arlington, Tarrant,  
TX, United States, 76012

Figure 1: Collection Address - Zebra Repair Order Portal

Shipping Contact is considered as Collection Contact Details.



**SHIPPING CONTACT \***

Contact  
Eva Test

Contact Email Address  
eva.test@test.com

Work Phone# \*  
000000000

Figure 2: Collection Contact Details - Zebra Repair Order Portal

## Option 2: Using Zebra's Repair Request Form

When filling up the form, details under Shipping Address are considered as Collection Address.

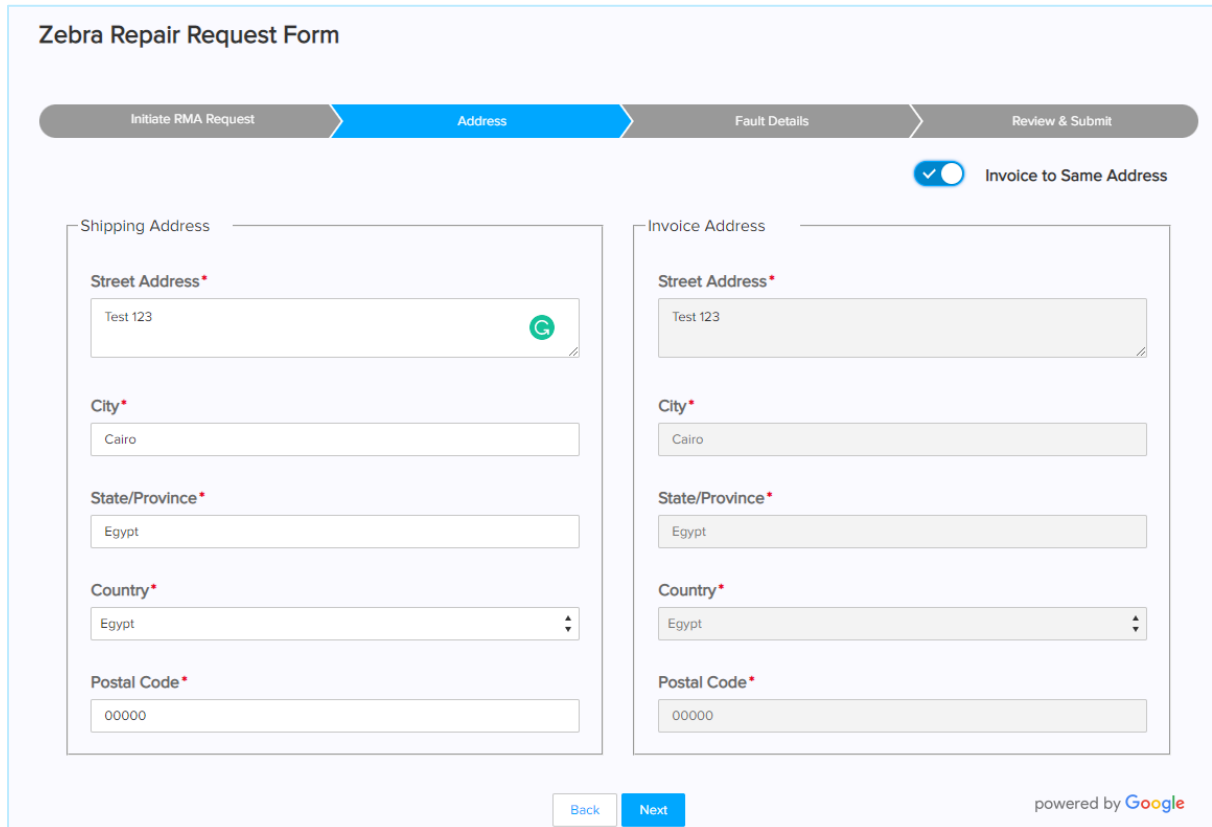
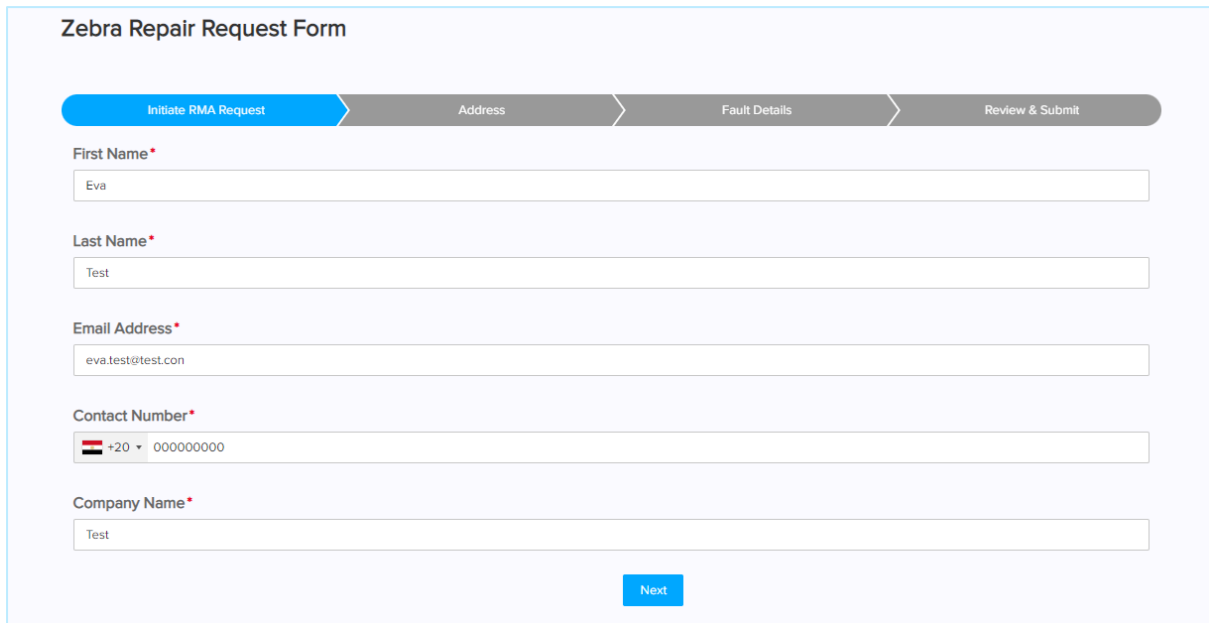


Figure 3: Collection Address - Zebra Repair Request Form

First Name, Last Name, Email Address and Contact Number details filled in into Zebra Repair Request Form are considered as Collection Contact details.



**Zebra Repair Request Form**

Initiate RMA Request | Address | Fault Details | Review & Submit

First Name\*  
Eva

Last Name\*  
Test

Email Address\*  
eva.test@test.com

Contact Number\*  
+20 000000000

Company Name\*  
Test

Next

Figure 4: Collection Contact Details - Zebra Repair Request Form

**Note for eBonding customers:** Please follow your regular electronic submission process for submitting repair authorization requests.

## Special Situations

### When Collection Address is Different from the Return Address

If your Collection Address is different from the Return Address provided in the RMA, the partner or customer must inform the carrier of the correct Collection Address when the carrier initiates contact with you (either via phone or email).

### When Collection is Not Required

If collection is not required, please inform the carrier to cancel the collection when the carrier initiates contact with you (either via phone or email).