

ATECH RMA Policy and Warranty
Reference Guide

By: ATECH RMA Department

Revised: December, 2008

ATECH reserves the right to change its RMA Policy and Warranty without prior to notice.

ATECH RMA Policy and Warranty

1. PREFACE

In order to quality service customer as best, ATECH has established this repair service reference guideline to provide our customer the best support and shortest turn-around time as possible.

2. WARRANTY

2.1 Warranty period definition

ATECH intends to fulfill customer's demand in post-sales service; therefore, ATECH offers **1 years (12 months) for all products** of warranty for standard items, and be effective from **01/01/2009**. Extended warranty is also provided to customers upon request. ATECH has the extended warranty designed with flexibility for customers to save time and upgrade service value in a long run.

Products manufactured by ATECH are covered from the date of shipment by a warranty for standard items.

2.2 Repairs under warranty

During the warranty period, ATECH will repair or replace all defective products, provided that they are returned at the customer's expense to an authorized ATECH repair facility. ATECH has sole unfettered discretion to determine whether a particular product will be either repaired or replaced.

2.3 Exclusions from warranty

The return product is treated as exclusion from warranty when:

- The product has been found to be defective after expiry of the warranty period.
- The product has been concluded to misuse, abuse, or unauthorized repair, whether by accident or other causes. Such conditions will be determined by ATECH in its sole unfettered discretion.
- Product updates, reworks, and tests upon the request of customers who are without authorization.
- Product is damaged beyond repair due to nature disasters, for example, lighting strike, flood, earthquake, etc.
- The products belong to special OEM and ODM which no sign up RMA service agreement.

3. REPAIR PROCESS

3.1 DOA (Dead on Arrival) service

3.1.1 Definition

Goods received which do not function or malfunction within **3 months for all products** after receipt (Shipment date is binding). This does not apply to any products that have been repaired or altered by persons other than ATECH authorized service personnel or any products that have been subject to misuse, abuse or improper

installation or operation. ATECH assumes no liability as a consequence of such events under the terms of the warranty.

3.1.2 Return Process

After applying for an RMA Number to contact sales accordingly, Ship the faulty product **in the original packaging including all original accessories** with a copy of the invoice and detailed Problem Description and the issued RMA-number to ATECH service center.

3.1.3 Problem Confirmation

It is recommended customer can double confirm the DOA finding problem with ATECH application engineers before sending it back; so that the problem of a simple wrong configuration, product setting may minimum the whole handling in mutual. ATECH assure to treat DOA cases are handled with the highest priority.

3.2 Service charges

3.2.1 Repair Charge

ATECH will charge for repairing products when:

- The product is repaired after expiry of the warranty period.
- The product is tested or calibrated after expiry of the warranty period, and a No Problem Found (NPF) result is obtained.
- The product, though repaired within the warranty period, has been subjected to misuse, abuse, or unauthorized repair.
- Product updates, reworks, and tests upon the request of customers who are without warranty.
- Product is damaged beyond repair due to nature disasters, for example, lighting strike, flood, earthquake, etc.