



ALLWIN Tech. Co., Ltd

Warranty and Repair Policy

By: ALLWIN Tech. RMA Division

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Warranty & RMA Policy

ALLWIN provides the warranty and repair (“RMA”) service to clients subject to the following terms and conditions:

1. Warranty

- 1.1 ALLWIN warrants that the products are free from defects in design, materials and workmanship, that would materially affect their performance, for fourteen calendar months from the date of delivery (the date ALLWIN ships the products to clients) as following:

Warranty Period (RMA): 14 months

Such period being calculated from the date of delivery.

DOA: Within 10 days

Such period being calculated from the date of products arrive in clients’ house.

Please note: The housing of devices must not be opened for the RMA and DOA services, i.e. the warranty seals must be kept on the devices’ housing without any damage.

2. Exclusions from warranty

The RMA will not apply where:

- 2.1 The product has been found to be defective after expiry of the warranty period.
- 2.2 The product has been subjected to misuse, abuse, or unauthorized repair, whether intentionally or unintentionally. This will be reasonably determined by ALLWIN in its sole unfettered discretion and supported by documentary evidence.
- 2.2.1 Product is damaged beyond repair due to nature disasters, for example, lighting strike, flood, earthquake, etc.

3. Repair Services

- 3.1 ALLWIN receives the notification within the warranty period.
- 3.2 DOA of within ten days after receiving the products of ALLWIN, such period being calculated from the date of products arrive in clients’ house, clients may return the products to ALLWIN for repair or replacement, free of charge. Such right shall be subject to the determination of ALLWIN’s FAE department that the product is defective.
- 3.2.1 If ALLWIN is out of the inventory to be replaced, an immediate repair will be adopted.
- 3.3 Allegedly defective products must be returned to ALLWIN within ten days of the defect becoming apparent. Clients must obtain an RMA number in advance. The shipping cost will be paid for according to the following.



- 3.3.1 If the product is defective on arrival or any of the product fails within ten days after arriving in clients' house, ALLWIN will handle any and all expenses directly or indirectly related to the transportation of faulty products from/to clients.
- 3.3.2 If any of the product fails within the fourteen month warranty period, Clients shall pay for the cost for shipping the defective product to ALLWIN and ALLWIN shall pay for the cost for transporting product back to clients.
- 3.3.3 Clients shall cover any and all the shipping cost for any RMA service rendered after the fourteen month warranty period.
- 3.3.4 All faulty products should be collected and sent to ALLWIN in monthly batches or significantly large quantity to reduce shipping cost.
- 3.4 Replaced products shall have the benefit of the applicable warranty for the remainder of the applicable warranty period.
- 3.5 Clients must obtain a RMA number from ALLWIN before returning any Product.
- 3.6 Clients will be notified about the cost of repairing the product after examination by RMA department of ALLWIN, in the following situation:
 - 3.6.1 After the expiry of the applicable warranty period;
 - 3.6.2 Where the product has been subjected to misuse, abuse or unauthorized repair by clients;
 - 3.6.3 Where clients request for additional product updates, re-works and tests;
 - 3.6.4 Where product is damaged due to nature disasters such as lighting strike, flood or earthquake.
- 3.7 Allegedly defective Products returned to ALLWIN will be carefully tested, and if found by ALLWIN's RMA department on examination not to be defective that allegedly defective product is proved to be functioning properly free from defects, sent back to clients at client's cost. Where the situation in this Paragraph 3.7 applies, ALLWIN will charge clients for examination and testing.
- 3.8 ALLWIN does not warrant that the product can be operated in all selected combinations defined by clients. Hence, in case of application & compatibility issues, please contact ALLWIN's Technical Support Department.
- 3.9 The product should not be used as critical components in any life support device or system whose failure to perform can reasonably be expected to cause significant injury to a human.

RMA Procedure

Step 1: In the event of any product being allegedly defective, Clients shall fill out the **RMA Request Form** via the hyperlink of [RMA Request Form](#) in advance, then send it to sales@allwin.com.tw or fax to [+886-2-8512-3391](tel:+886-2-8512-3391) to get a RMA number for permission of returning cargo to ALLWIN Tech.

Clients shall complete the necessary forms in as much detail as possible, especially with regard to the model name and serial number of the product in question. Descriptions such as "DEAD" or "Don't work" in the necessary forms will not be acceptable by ALLWIN.

ALLWIN shall contact clients and confirm the RMA number within 3 working days from the receipt of clients' request.

Step 2: Clients shall return the product in the original packing without any accessories such as adapters and cables.

If clients feel that it is necessary to include the accessories with the product to be returned to ALLWIN, clients shall state the accessories clearly both in the RMA Request Form and the packing list. ALLWIN shall not take responsibility for any accessories damage or loss during transportation of faulty product back to ALLWIN.

The relevant RMA Number will automatically become void one month after being released by ALLWIN to clients. Clients shall give notice to ALLWIN's RMA department of the date when the product was transported to ALLWIN from clients.

Please note: Clients must pack all products returned for the purpose of RMA very carefully. Supplier takes no responsibility for any damage or loss during transportation.

Step 3: In a situation where the RMA service period has expired, there will be a RMA charge and clients shall confirm the charge.

Where the RMA service period has expired, ALLWIN's RMA department will issue a quotation to clients after examining any returned products, ALLWIN will not take any action with regards to such quotation until clients has confirmed the quotation. ALLWIN will issue a formal invoice after the product has been repaired or replaced. Clients shall sign such invoice and full payment of the invoice that must be made before shipment of the relevant repaired or replaced product back to clients.

Step 4: ALLWIN shall ship the repaired or replaced product back to clients.

ALLWIN shall return repaired or replaced product by air parcel and clients will be informed of shipment details promptly after the relevant product have been transported out to clients. Should such shipment not be received within two weeks of clients' receipt of relevant shipping information from ALLWIN, clients shall inform ALLWIN's RMA department of such and seek further information from such RMA department.



Important Notice

1. Non-standard products are not to be returned or replaced with a new one, unless they are defective or there exists an issue of quality.
2. Barcodes and warranty seals can be found on all products from ALLWIN. Such seals and barcodes are necessary for warranty purposes. ALLWIN can only provide the RMA service if such seals and barcodes are kept in good condition. Removal, contamination or destruction of the barcodes and warranty seals will void the warranty.
3. ALLWIN shall return each repaired or replaced products with a repair record.
4. For clients' reference, repair charges that apply after the expiry of any relevant warranty periods are as follows:

Additional Twenty United States dollars per unit would be charged to clients for the fee of inspection. Also, The relevant components that have been replaced in the faulty products and freight fee would be quoted to clients directly.

5. ALLWIN promises an efficient RMA team and further guarantees that RMA products will be returned to clients within two weeks (excluding shipment time to clients) of ALLWIN's receipt of the RMA products from clients. Clients shall contact ALLWIN immediately, where the return of the RMA product falls outside the said two weeks period, the lead time of the products returned to clients would be discussed if there is any special spare parts needed.
6. Spare parts, accessories and peripherals that have been supplied by ALLWIN's contracted vendor should not be involved in the RMA program. Clients may contact ALLWIN's local representatives for further details.
7. This document is subject to change without prior notice.