

AICSYS INC.

Return Merchandise Authorization (RMA) Policy

Objective

To protect our customers from products with defects in material or workmanship under normal use and service, AICSYS, Inc. provides warranty and repair service for its products.

Warranty Terms

AICSYS provides product warranty starting from the delivery date for products with defects in material or workmanships, as following:

- Chassis: 2 years
- SBC board: 18 months
- LCD KVM and Panel PC: 1 year
- Accessories: 6 months
- Non-Aicsys manufactured parts, such as CPU, HDD, ODD, etc., are limited to warranty and repair service provided by their respective original manufacturers.

Please verify your delivery date before sending the item(s) back to AICSYS for Return Merchandise Authorization (RMA). The warranty does not cover product failure caused by improper usage, abuse or unauthorized repair whether by accident or others, determined at the sole discretion of AICSYS, nor any damage to the products caused by improper handling during transit by the shipping company. *Therefore before signing the Delivery Order, please do inspect them and reject if there is any damage.*

Return Merchandise Authorization (RMA)

A. RMA Number

The RMA number would allow AICSYS to track your return much faster and easier. It can be obtained from the Technical Support Department of AICSYS after RMA Request and Report Form is completed in detail by customer and faxed or emailed back to the Technical Support Department at support@aicsys.com.

B. Returning Parts for Repair

After receiving the RMA number, the defective item(s) should be well packed by the customer and equipped with all original packaging and necessary documents. AICSYS is NOT liable for any damage to the products during transit by the shipping company. Damaged item(s) are not eligible for manufacturer's warranty. All electronic parts should be wrapped in anti-static plastic bags and shock-resistant bubble wrap.

Please be sure to include the following items along with your defective AICSYS product:

1. Place the issued RMA number clearly visible on the outside of the box.
2. Defective AICSYS item(s)
3. Invoice stating "Return for Repair" with total commercial value not exceeding USD 100/shipment.

***NOTE:** When sending CPU boards for RMA, please DO NOT include the CPU and its Cooler, memory, hard drive, power supply, cables, drivers, manuals, or other peripherals and accessories, unless it is instructed so by the Technical Support Department*

All defective item(s) for RMA should be shipped to:

RMA Section

AICSYS Inc.

16F-8, No.77, Sec.1, Shin Tai Wu Rd., Hsi Chi District, New Taipei City 22101, Taiwan.

AICSYS does not offer cross shipping or advance replacement under any circumstance. All defective products should be sent to the address mentioned above along with all the necessary documentation for diagnostics, repair, or replacement. Any missing or wrong information provided on the RMA form may result in delay of the RMA process.

AICSYS is not responsible for any loss or damage to the product as a result of shipping to and from AICSYS. AICSYS has the right to refuse any package, product labeled with wrong information or product with missing information. All rights reserved.

C. Shipping Charges

If the defective product is still under warranty, customer is responsible for the shipping cost of items shipped back to AICSYS, and AICSYS will be responsible for the shipping cost back to customer. If the defective product is out of warranty, the customer is responsible for both forwarding and returning charges.

Normally AICSYS ships RMA returns by air parcel or air speed post. If alternative shipping method is requested by customer, then the customer will be responsible for any additional charges. We will then ship the repaired units when you confirm payment of these charges.

D. Service charges

If the faulty units are out-of-warranty, customer is responsible for the repairing costs. In such situation, before proceeding with the repairs, customer will be informed of the repair charges. AICSYS will the repair the unit(s) upon customer confirmation. Faulty units that are still within the warranty period but have failed due to improper usage, will be treated as out-of –warranty products, and the customer will be billed as such. There will be USD 40 labor charge per boards for servicing out-of-warranty RMA products.

E. Repair Time and Report

The repaired or the replaced item(s) will be shipped in **10-15** business days after receiving the defective item(s). If due to certain factors longer time is required, customer will be informed on a case-by-case basis. A report indicating the result of the repair will be furnished only for CPU board.

DOA (Defect On Arrival)

Any product will be considered DOA if it fails within the **first two weeks** after customers receiving the products at the customers site.

A. DOA Confirmation

DOA cases are handled with the highest priority. Please confirm your problems with our technical engineers. AICSYS will do everything possible to ensure that you are operational as soon as possible.

B. DOA Return

After confirmation, an RMA number for the DOA return will be issued. Remove any unnecessary add-on components from the units, such as CPU, HDD, ODD, DRAM, etc. Make sure the "Return Merchandise Authorization (RMA) Request Form" is enclosed. Please send back the complete packing by courier.

Please note that AICSYS does not provide refund to the customers if the goods were not purchased directly from AICSYS. Users should contact the retailer or where the goods were purchased for return policy and refund information. This RMA policy covers only warranty repair provided by AICSYS.