



AXIOMTEK Warranty, RMA & Credit Policy

AXIOMTEK is committed to delivering quality products and customer satisfaction through excellent service and support.

1. WARRANTY POLICY

- 1.1. AXIOMTEK's products are designed and manufactured to be free of defects that will materially affect their performance for a limited period of time after the date of delivery (the date AXIOMTEK ships the products to the customer).

- 1.2. All products purchased after January 1 , 2008 will have two years warranty. Customer can purchase an Extended Warranty at anytime within 60 days of purchasing the product. The Extended Warranty takes effect once the standard two-year warranty expires. Extended warranty details are outlined in the following table:

EXTENDED WARRANTY PERIOD	AXIOMTEK PART NUBMER	RATE
1 – Year [Total 3 years warranty]	WARRANTY-E12	Contact our sales representative for rate
2 – Years (Not for LCD) [Total 4 years warranty]	WARRANTY-E24	Contact our sales representative for rate
3 – Years (Not for LCD) [Total 5 years warranty]	WARRANTY-E36	Contact our sales representative for rate

1.3. Exclusions from warranty.

- 1.3.1. Warranty is void if it has been found to be defective after the warranty period.

- 1.3.2. Warranty will be void if product is subjected to high stress test software that is not pre-approved by Axiomtek. This does not apply to normal operating system or application software used in typical applications. Warranty is also void if the product is used in conjunction with third party hardware that does not meet industry standards for peripheral interface specs that could overstress Axiomtek I/O interfaces beyond normal specs.

- 1.3.3. The product is excluded from warranty if it has been misused, abused, or subjected to unauthorized disassembly or modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or caused failure for which AXIOMTEK is not responsible whether by accident or other cause. Such conditions will be determined by AXIOMTEK at its sole unfettered discretion.



- 1.3.4. Other products and accessories not manufactured by AXIOMTEK are limited to the warranty provided by the original manufacturer after AXIOMTEK's 1 year warranty period. Examples of such products and accessories include RAM, HDD, FDD, CPU, etc.
- 1.3.5. Products damaged beyond repair due to natural disasters, for example, lighting strike, flood, earthquake, etc. are excluded from warranty.
- 1.3.6. All warranty claims are voided for products damaged en route to customer as a result of bad packaging, improper ESD protection, or faulty labeling.

2. RETURN FOR CREDIT

- 2.1. Credit is issued only for returns made within 30 days of the invoice date. After 30 days a 20% restocking fee will be applied. No credit will be issued after 45 days from the date of invoice. NCNR (No Credit No return) orders do not qualify for return credit regardless of age. All software purchases are final and do not qualify for return credit (except evaluation computers with preinstalled software).
- 2.2. Credit returns will not be granted without an RMA number.
- 2.3. Items returned must be received by AXIOMTEK in new condition and in their original packaging, including all accessories.
- 2.4. There may also be a charge for damaged items and/or items missing from the original package.
- 2.5. Products that are incomplete or show signs of abuse or misuse will not be accepted or credited.
- 2.6. If the product was purchased from an AXIOMTEK reseller, please contact the reseller for any credit issue.
- 2.7. We request that all previously opened items that are being returned for credit be fully tested and in salable condition prior to shipping. If we find that the product is defective, excluding DOA return for credit, a restocking fee will be applied.
- 2.8. If a product purchased directly from AXIOMTEK is DOA (Dead on Arrival), customer can request a replacement within the first 30 days of purchase. Be advised AXIOMTEK will not offer advanced replacement (cross-ship). Customer can issue a new purchase order or send AXIOMTEK payment information for the replacement. AXIOMTEK will ship a replacement as a new invoice and AXIOMTEK will issue full credit back to customer once AXIOMTEK has received the product And confirmed that it is DOA and in "good condition". Otherwise, restocking fee will be applied to the credit refund according to product's condition. "Good condition" means:
 - The return unit is free from physical damage, alterations, or marks.
 - All parts and accessories are included as originally shipped.

3. REPAIR UNDER WARRANTY



- 3.1. Allegedly defective products are returned to AXIOMTEK at customer's expense within 10 days of the defect becoming apparent. The shipping fee for reconstructive products from AXIOMTEK back to customers' sites will be at AXIOMTEK's expense. AXIOMTEK will ship the product back to customer in accordance with customer's freight company and method. Customer will need to pay the difference if faster shipping method is requested.
- 3.2. AXIOMTEK offers a continuous repair service for one more warranty period after the date of announcement of the product phase-out. Product upgrades at no charge will assume the warranty of the replaced product. Partial credit will be taken into consideration if an unexpected situation happens and AXIOMTEK cannot fix the defective unit within warranty. Upgraded or replaced products shall carry the remaining warranty of the product originally purchased.

4. REPAIR OUT OF WARRANTY

AXIOMTEK will charge for the repair of products if

- 4.1. The product is repaired after the warranty period.
- 4.2. The product is tested or calibrated after warranty period and No Problem Found (NPF).
- 4.3. The product, though repaired within the warranty period, has been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or caused failure for which AXIOMTEK is not responsible whether by accident or other cause. Such conditions will be determined by AXIOMTEK at its sole unfettered discretion.
- 4.4. The product is damaged beyond repair due to a natural disaster such as a lighting strike, flood, earthquake, etc.
- 4.5. Product updates or upgrades and special test programs or procedures (other than AXIOMTEK) utilized by the customers are not covered by warranty.
- 4.6. The shipping fee for products from AXIOMTEK back to customers' sites will be at customer's expense. AXIOMTEK will return the product back to customer according to the instructions on RMA form.
- 4.7. Repair warranty. If a product has been repaired by AXIOMTEK, and within 90 days, the product requires another repair for the same problem, AXIOMTEK will do this repair free of charge. However, such free repairs do not apply to products that have been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or caused failure for which AXIOMTEK is not responsible whether by accident or other cause.
- 4.8. Repair Charge:

Diagnostic	US\$25 (Automatically waived upon payment of repair service)
Board	US\$95 + Freight charge
System	Material cost + Labor cost US\$95/hour + Freight charge
Rework	Material cost + Labor cost (US\$95 per hour) + Freight charge *for customer special request
Subcontract*	Repair charge of supplier x (1 + 10% handling charge) + Freight charge



* Subcontract: Out of warranty products returned for repair which are not AXIOMTEK manufactured.

Before AXIOMTEK starts any out-of-warranty repairs, a quotation for the repair charges will be sent. When the purchase order is remitted, please reference the quotation and RMA number. AXIOMTEK reserves the right to deny repair services to customers that do not accept repair charges. AXIOMTEK will scrap defective products with prior notice if customers do not return the signed PO or payment within 3 months and no response. AXIOMTEK will take reasonable measures to stay in proper contact with the customer during the three-month period.

5. Repair process

5.1. Request a RMA number

All returns from customers must be authorized with an AXIOMTEK RMA (Return Merchandise Authorization) number. Any returns of defective units or parts without valid RMA numbers will not be accepted; they will be returned to the customer at the customer's expense without prior notice.

In the event of allegedly defective product, you can request RMA# one of two ways.

- Through our web [onlineRMA](#) (easy, fast and recommended by AXIOMTEK.)
- Secondly, you can download our RMA form and fax or email to rma@axiomtek.com

Please fill out the application in as much detail as possible; the bar code number (serial number) and model number are crucial to to process request. Descriptions such as "DEAD", "Don't work" are not acceptable, and will cause your RMA request to be delayed. We will confirm RMA number via email or contact you within 24 hours upon the time we receive your request. The RMA Number will be voided after one month or released automatically if we do not receive merchandise. It is advisable that you notify our RMA department immediately upon shipping product.

5.2. Products returned in original packaging without accessories.

Products must be returned with accessories, such as CPU, RAM module...etc. Please note the accessories enclosed clearly in both the RMA form and packing list; AXIOMEK is not responsible for accessories lost during transportation.

* All products must be returned in properly packaged ESD material or anti-static bags. AXIOMTEK reserves the right to return non-repaired items at the customer's expense if packaged inappropriately.

Caution: Please package all RMA returned products very carefully. AXIOMTEK is not responsible for products damaged during transportation. It is also important to notify the Freight Company and AXIOMTEK immediately if your AXIOMEK products are damaged upon arrival.. Do not try to troubleshoot by yourself!

5.3. Confirm the RMA charge.

After the examination of returned products, our RMA department will issue a quotation if the product is an out-of-warranty product or excluded from the warranty for any reason. AXIOMTEK will not take further action prior to receiving confirmation. A formal invoice will be issued upon completion of repair.

5.4. Repair Report

AXIOMTEK returns each product with a "repair result" showing the result of the repair. A "Repair Analysis Report" is



also available to customers upon request. The report includes Product/Problem Information, Field Inspection Outcome, Suggestions/Actions, and Follow-ups. If the defect is not caused by AXIOMTEK design or manufacturing, customers will be charged US\$40 for in-warranty or US\$80 for out-of-warranty repair analysis reports.

Important Notice

1. AXIOMTEK returns each product with a repair record.
2. Most RMA goods will be returned within two weeks (excluding time of shipment to and from the customer). Customer will be notified of products needing more than the standard two week repair turnaround.
3. AXIOMTEK products 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.
4. This document is subject to change without notice.