

Global Service Policy

Seuic EMEA bv has established the following guidelines to provide customers with the best support and shortest Turn-around-Time possible. Below are the terms of SEUIC EMEA BV's DOA/RMA service to customers (**Note1**):

Warranty

SEUIC EMEA BV's products are generally warranted against defects in material and workmanship for a period of time from date of shipment from SEUIC EMEA BV, this period is construed as **Warranty Period**. Within **Warranty Period**, SEUIC EMEA BV will at its discretion, repair or replace the product at no additional charge to customers.

1. Warranty Period

1.1 Unless otherwise stated on a particular product documentation in effect of purchase, each category of SEUIC EMEA BV's products is delivered with an individual **Warranty Period** as follows:

Portable Devices & Portable Computers (except batteries): 12 months.

Batteries: 6 months

Serialized Accessories: 1 year.

Non-Serialized Accessories (without serial number): 30 days.

1.2 For customers who require extended warranty, we offer services at additional charge.

2. Caution for DOA

2.1 A dated Bar Code will be labeled on each product from SEUIC EMEA BV; the period of validity for DOA (Dead on Arrival) Product is ten (10) days from the date of the shipment. Within this period, customers may return goods to SEUIC EMEA BV for repair or replacement after the "return merchandise authorization" number is given by SEUIC EMEA BV's Customer Service Department.

2.2 DOA Cross-Shipment excludes any customized and/or build-to-order products. The DOA agreement signed by customers is required for initiating/releasing cross shipment with SEUIC EMEA BV confirmation and verification. The only conditions for Cross-Shipment are: a) the return must not be damaged, altered or marked, b) all parts and accessories must be included as originally shipped; and c) proof of purchase must be included. Any returns that do not meet the above requirements, or any wrong user settings/configurations will be denied, or subject to additional handling/service charges as determined by the SEUIC EMEA BV Customer Service Department.

3. Coverage of Warranty

3.1 RMA products may be serviced or manufactured with parts, components, or subassemblies that originate from returned products and that have been tested as meeting applicable specifications for equivalent new material and products. The sole obligation of Seuic EMEA bv for defective hardware Products is limited to repair or replacement (at Seuic EMEA bv's option) on an authorized SEUIC EMEA BV repair facility.

3.2 SEUIC EMEA BV is not responsible for any damage to or loss of any software programs, data or removable data storage media, or the restoration or reinstallation of any software programs or data other than the software, customers are under obligation to back up their software program and data prior to return a RMA/DOA product for repair or exchange if any. SEUIC EMEA BV's sole obligation is repairing the defect to recover the product to have functionalities as the factory defaults. Manufacture Defects include faults from Workmanship and Design Quality.

4. Exclusions from Warranty Coverage

The product is excluded from warranty if:

4.1 The product has been found to be defective after expiry of the **Warranty Period**;

4.2 The returned product is found to have been misused, abused, scratched, mishandled, mislabeled, modified or altered in any way. Such conditions will be determined solely by SEUIC EMEA BV;

4.3 The (returned) products or accessories that are not distributed by or bought through SEUIC EMEA BV.

4.4 The product is damaged beyond repair due to a natural disaster such as a lightning strike, flood, earthquake, etc.

4.5 Updates/upgrades and tests are carried out at the request of customers who are without warranty.

4.6 Damage is a result of repair done by individuals or service centers not authorized by SEUIC EMEA BV's Customer Service Department.

4.7 The decline of battery's capacity is expectable correspondent with running time.

5. Shipping Instruction

The customer is responsible for packaging a DOA/RMA product in such a way that no additional damage occurs during normal shipping and handling. Any freight-collect shipments without notice in advance will be refused. For RMA warranty repairs, the return fee to an authorized SEUIC EMEA BV repair facility will be at the customer's expense and SEUIC EMEA BV will cover the one-way cost for shipping the goods to the customer after the repair is complete; for DOA warranty replacements, SEUIC EMEA BV will cover the shipping cost for round-trip. SEUIC EMEA BV reserves the right to use the most economical shipping method available.

5.1 RMA/DOA number must appear on the shipping label outside of the package, include a copy of the invoice and a copy of RMA form with prepaid shipping charge.

5.2 Returned products must be packed in their original packaging or equivalent protective package material to ensure that they arrive damage-free. The customer is responsible for the proper packaging of items for return. All warranties are void on items that are insufficiently or improperly packed.

5.3 The return package could be refused or delayed if there is insufficient information or paperwork.

5.4 Returned packages should be insured. SEUIC EMEA BV will not be held responsible for any loss or damage for uninsured goods returned. Cash on Delivery package is not acceptable.

5.5 It is recommended that packages are insured and that tracking reference and proof of delivery are obtained for the shipment. The cost for these must be borne by the customer.

5.6 If the package delivered back to the customer by the carrier, e.g. UPS, is visibly damaged, it can be refused, and a note made on the carrier's delivery record. SEUIC EMEA BV must be notified immediately, citing the RMA Number in order that a claim can be filed with the carrier.

5.7 If a damaged package is accepted, this must be noted on the carrier's delivery record and the packaging must be kept for inspection and/or eventual pick-up by the carrier or SEUIC EMEA BV. Failure to observe these procedures will assume that the customer has accepted the package to their full satisfaction.

5.8 Regarding software license and privacy issues, please ensure that data is backup and cleared (if necessary) prior to return to SEUIC EMEA BV. SEUIC EMEA BV will not be held responsible for lost data.

5.9 **PRODUCTS FOR REPAIR ONLY:** Do not enclose manuals, disks, cable sets or retail packing with the returned Product. Only the item sent for repair will be returned.

5.10 **PRODUCTS RETURNED FOR CREDIT:** Send in their original shipping carton with original packing material and without any writing on the original box. Items must contain all manuals, cables and accessories and be in re-sellable condition.

5.11 DOA Products: These will be returned to the customer as received by SEUIC EMEA BV (i.e. should the product be returned to SEUIC EMEA BV without cables, box, manual, etc, this is how SEUIC EMEA BV will supply the replacement product.)

Service charge

1. Service charge for In-Warranty

For a warranty repair, there is no additional charge at the customer's expense except a one-way shipping cost that is borne by the customer.

2. Service charge for Out-of-Warranty

2.1 Out of warranty repair charges are dependent on component cost and labor time
Service Charge= Labor cost + Material cost + Freight charge

2.2 Other products and accessories not distributed by SEUIC EMEA BV will not be repaired and can be returned at the customer's expense.

3. Quotation

3.1 SEUIC EMEA BV will issue an estimate after diagnosing the problem with a minimum charge of 60,- €. Before out-of-warranty repairs are commenced SEUIC EMEA BV will send a proforma invoice (P/I) showing the repair charges.

3.2 No action will be taken prior to a written confirmation of permission to repair being received. A formal invoice will be issued when the repairing is done, please sign back and pay the repairing charge, and fully payment must be made before shipment.

3.3 Please ensure that SEUIC EMEA BV's PI number is used as a reference when making payments. SEUIC EMEA BV reserves the right to deny repair services to customers that do not return the DOA unit or sign the P/I. SEUIC EMEA BV will scrap defective products without prior notice if customers do not return the signed P/I within 3 months.

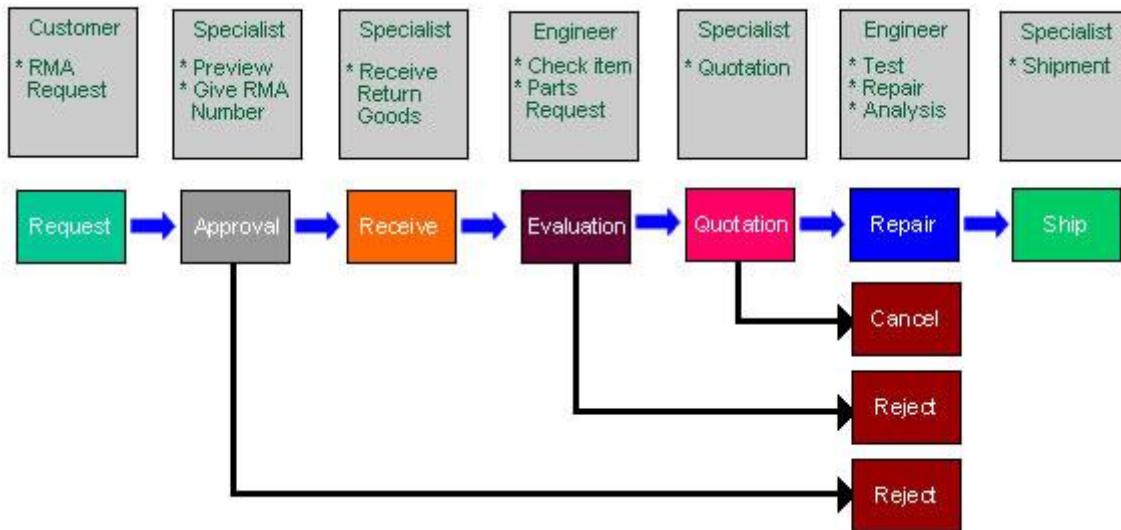
End of Life service

SEUIC EMEA BV cannot guarantee repair of any products beyond one year of End-of-Life due to limited availability of replacement components. If repair components are not available, SEUIC EMEA BV will suggest, if available, equivalent products for purchase and offer special pricing.

Addendums

Note 1: The service policy if any revise, please refer to SEUIC EMEA BV's website for details.

RMA Procedure



Repair Service Procedures

The definition of defective products falls into three categories as described below:

- DOA (Defect On Arrival)
- Defect occurs within 30 days of purchase.
- IRMA (In Warranty of Return Merchandise Authorization)
- Defect occurs after 30 days of purchase and before the warranty has expired.
- ORMA (Out of Warranty Return Merchandise Authorization)
- Defect occurs after the warranty has expired.

The above terms are determined by the purchase date on the invoice up to the time the product is returned to Seuic EMEA bv. Seuic EMEA bv's repair service procedure is as follows:

1. Obtain an RMA number:

(1) Please contact your Seuic EMEA bv sales representative by email in order to receive and fill out the RMA form. Please email the RMA form back to your Seuic EMEA bv contact.

(2) Seuic EMEA bv's repair service personnel (RMA OP) will check that the "RMA request" has been completed correctly. Once this has been verified the customer will receive an RMA number.

(3) If you need a defective product to be replaced rather than wait for it repaired, this must be noted in your "RMA Request" Please pay attention to the following statement:

- Only DOA products will be replaced. DOA products will only be replaced as long as products are in stock.
- The customer is required to fill out the "[DOA Replacement Agreement](#)" and to sign the "P/I" then email those to Seuic EMEA bv.
- The customer is required to provide the tracking number for initiating the DOA Cross Shipment.

(4) Seuic EMEA bv promises to keep a RMA team with most efficiency, most RMA goods will be returned within 14 working days. (exclude time of shipment from and to the customer and depend on each shipment quantity less than 20 PCS).

2. Package and Delivery

(1) Returned products must be packed properly to avoid damage during transit.

(2) DOA products: DOA products qualify for complete replacement and must be returned with all accessories and user documentation that were included in the original purchase.

(3) IRMA and ORMA products: Only the defective product should be returned. Non-defective accessories of IRMA and ORMA items (such as CPU, RAM, user documentation, or cables) should not be returned.

(4) The Seuic EMEA bv RMA number must be clearly marked on the package before delivery.

(5) To speed up the repair procedure, please notify our RMA OP by email with the following information: shipping date, quantity, and tracking number.

3. Product Check on Arrival

(1) Seuic EMEA bv's RMA OP personnel will check your product within 5 working days of its arrival.

(2) If the product arrives undamaged and conforms to the conditions described on the "RMA request", it will be transferred to Seuic EMEA bv's RE engineers for repair.

(3) If the product is damaged or there is inconsistency with the "RMA request" description, Seuic EMEA bv will contact the customer before proceeding.

4. Repair

(1) The repair engineer will repair the defect as described by the customer. The product will also be tested to ensure it is in proper working order.

(2) If no additional problems are detected, Seuic EMEA bv will notify the customer.

(3) If the customer does not reply within 48 hours and no failure occurs during testing, the product will be processed as NTF (No testing failure).

(4) Seuic EMEA bv promises to keep a RMA team with most efficiency, most RMA goods will be returned within 14 working days (exclude time of shipment from and to the customer).

5. Charge

(1) The customer will be charged for repairs if:

- ORMA terms apply
- IRMA or DOA terms apply, but it is determined by Seuic EMEA bv's repair engineer that the defect was caused by abuse, misuse or unauthorized repair.

(2) Repair engineers will provide a repair report for RMA products that will be charged.

(3) RMA OP personnel will send a report and P/I (Performance Invoice) to the customer for confirmation.

6. Package and Shipping

(1) RMA OP personnel will pack the repaired RMA product, in suitable packaging, along with a maintenance report.

(2) The RMA number and quantity will be clearly marked on the package.

(3) The customer will receive email notification of the product RMA number, shipping date, and tracking number.