

# Product Warranty Policy

## Product Warranty:

AR Infotek warrants that each of its products will be free from material and workmanship defect for a period from the invoice date. Exceptions are CPU, HDD and RAM, which are covered by a 30-day warranty due to their 3rd Party Supplier orientation.

If customer discovers any defect, AR Infotek will repair the defective product at no charge to the customer, provided it is returned during the warranty period, with transportation charge already prepaid. The returned product should be packaged properly to prevent any further damage during the shipment.

To get the RMA service, please check in to AR Infotek RMA webpage to request the service and the RMA Form. The customer will need to fill out the RMA Form with Product Serial Number and Model Name, followed by a problem description, providing as many details as possible, to help with our repairing process. Please send this RMA form with the product to AR Infotek.

## Warranty Exclusion:

1. Damage caused by improper installation or, lack of ESD protection.
2. Damage caused by ignorance, mistreatment, or neglect of AR Infotek Product Instruction/Guideline.
3. Damage caused by connection to improper or defective devices.
4. Damage caused by improper packaging for transportation.
5. Damage caused by modification or repair not made or authorized by AR Infotek.
6. Product Serial Number is not able to be identified for warranty check.

AR Infotek will make any modification, extension, or addition to this warranty based on the contract deal made with customers. If the product is OOW (Out-of-Warranty), customer will be responsible for the repair cost.

## RMA Process:

1. Please have all the information related to the problem encountered (e.g. Model Number and type of equipment, Serial Number, Operating System, CPU and RAM installed, other hardware and software connected or used) ready. Take note of any abnormality and if possible, take a screen-shot for any on-screen error messages. And, check the product manual for any helpful information before you apply for RMA service from AR Infotek.
2. If your product is diagnosed as defective, you can register on AR Infotek Website to obtain an RMA Number and RMA Request Form or, you can send an email to sales@arinfotek.com.tw to get the service.
3. Fill out the RMA Request Form as complete as possible and send it together with the product. You must have an RMA Number to return a defective product. No product will be accepted without an RMA Number and the RMA Form. Please make sure that the RMA Number is on the shipping label or on the outside of your package.
4. Make sure the defective product is packaged properly, have a copy of the complete RMA Form (with the RMA Number) to the address provided by AR Infotek RMA Service Team. Note that defective products, which are still under warranty, will be replaced with a defect-free equivalent product, only if the defective product cannot be repaired.

## Notice:

- ◆ When a customer has an RMA unit, please inform AR Infotek the S/N of the system and its failure symptom.
- ◆ AR Infotek will look for the S/N in our database and check out whether this unit is still under warranty.
- ◆ AR Infotek will prepare the RMA Form with the RMA Number and send the form to the customer.
- ◆ The Customer needs to fill out and send the RMA Form together with the RMA unit to AR Infotek for repair service.
- ◆ If the RMA unit is no longer covered by warranty but customer still wishes to use our repair service, AR Infotek will charge handling and repairing fee to the customer.