

## **Promate Electronic Co., Ltd (PMT) RMA Policy**

- 1) You will be required to complete an online RMA Investigation Form (<http://rma.promate.com>) **prior to receiving an RMA #**. Please have the Item Part Number, detailed defect reason and Serial Number available. RMA applications should be completed in its entirety to insure prompt service.
- 2) The RMA # you have been assigned from PMT is for inspection purpose only. Repair/replacement will be executed only under the condition that the merchandise was purchased from PMT and under the PMT warranty period. All merchandise received by PMT will be inspected and tested. All RMA returns will be processed according to the test results.
- 3) For RMA Returns that are outside of PMT and AUO Warranty, an initial "Repair Cost" quotation will be issued for customer evaluation before formal testing is initiated for repair. Customer must confirm or reject process for repair within fourteen (14) days from receipt of Repair Cost quotation or items will be returned to customer, at customer shipping expense.
- 4) Repair fees must be paid at the time of acceptance of repair. Repairs will not begin until payment is received in full. If payment or further instructions are not received within fourteen (14) days from receipt of Repair Cost quotation, the items in question will be returned to customer, at customer shipping expense.
- 5) No credits or refunds will be provided unless under specific incidences where repair/replacements on unaltered, under warranty factory direct produced parts are not possible. Under Warranty Items that are classified as not repairable/replaceable will be assessed at the discretion of PMT CSD Representative.
- 6) PMT warranty does not cover damage, deterioration or malfunction resulting from:
  - A. Misuse, abuse, negligence, fire, water, lightening, or other acts of nature; unauthorized product modification.
  - B. Repair or attempted repair by any unauthorized party.
  - C. Software or data loss during repair or replacement.
  - D. Any damage of the product due to shipment.
  - E. Removal or installation of the product.
  - F. External stresses to the product, such as electric power fluctuations or failure.
  - G. Normal wear and tear.
  - H. Any other cause which does not relate to a product defect.
  - I. Damage to, or abuse of, the surface of the product, such as cosmetic damage.
- 7) All returns must have an authorized RMA # prior to acceptance of product return.
- 8) RMA shipments received must clearly display the given RMA# on the outside of the package. A Packing list must also be included.
- 9) Do not deduct the amount of the RMA Return from any invoice payments without prior written approval. This will result in a credit hold and pending shipments may be delayed. Automatic credits must be authorized by Promate Sales Manager.

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- 10) A \$10 repair free will be automatically applied to all out of warranty PMT driving boards and/or inverters returned to PMT for RMA. The \$10 repair fee will also be automatically applied to PMT driving boards and/or inverters that are within warranty but classified under the condition outlined in #6 of this RMA policy. Upon inspection of the board(s), an additional repair fees may apply based on test results after investigation.
- 11) The RMA Returns must be received by PMT within thirty (30) days after the RMA number has been issued. Returns made after this period will be returned to customer and subject to a re-approval for a RMA # again.
- 12) All Returns MUST be in the original format that it was sold from Promate to customer. Should the product(s) be returned to PMT with unauthorized third party modifications, warranty will immediately be void. If repairs are still accepted by PMT, the item(s) will be returned to its original format (PMT standard). Item(s) that cannot be returned to its original condition will be returned to the customer without repair at the customer's expense. Shipping charges are not refundable.
- 13) The RMA Returns must be a PMT product or an AUO product sold from PMT. The RMA Return must be the exact product(s) specified on the RMA form. Otherwise the RMA will be void and product(s) will be returned.
- 14) The RMA Returns must be packed properly to prevent further damage to the products during shipping and handling. RMA Returns must also be returned with any original accessories. Returns that do not include all the accessories may be returned to the customer or charged on a per item basis.
- 15) The customer assumes responsibility for product(s) until receipt at PMT, shipping via an insurable carrier is recommended. Any shipments made using PMT carriers without prior consent will be refused and all unauthorized shipping charges will be billed to the customer.
- 16) PMT will provide repair and/or replacements for all units found to be defective due to materials or workmanship within warranty. All returns will be processed after they arrive in our warehouse and will be fully inspected before repair and/or replacement is made. The customer will be notified when the items are completed and ready for return
- 17) If, upon customer receipt, the package is found to be damaged or tampered with (DOA), the customer must immediately **notify PMT within five (5) days from date of invoice**. Recipient must report to freight carrier immediately when damaged boxes are received. Boxes are to be kept unopened unless authorized by PMT. Clear and detailed pictures must be provided immediately to help insure a quick investigation and resolution (Please refer to PMT's manual for "Instructions to take Photo of DOA"). Items returned for DOA must be unused, in its original packaging with all accessories and supporting documentation included.
- 18) All claims for short shipped or shipment errors must be made **within two (2) days** upon receipt of the merchandise.
- 19) A minimum restocking fee of 30% will be charged on all goods returned for credit. No requests for credit are accepted **after seven (7) days** from date of invoice. **ABSOLUTELY NO RETURNS ARE ACCEPTED FOR SPECIAL and of CUSTOM ORDERS**. Returns will be assessed at the discretion of PMT Sales Manager.
- 20) A \$75.00 fee will be charged for all returned checks.
- 21) Limitation of Liability. PMT's liability in all events is limited to, and shall not exceed, the purchase price paid.
- 22) Under normal operation, PMT RMA Returns will be repaired/replaced between 30 to 45 days depending on the nature of the failure. Repairs/Replacements of RMA returns on parts with PMT Value Add will depend on the leadtime of the value added part. AUO RMA returns typically average 60 days to 120 days depending on the nature of the failure. A PMT Representative can be contacted at any time for further clarification or questions ([customerservice@promate.com.tw](mailto:customerservice@promate.com.tw)).
- 23) Promate regretfully cannot accept RMAs for: AUO panels 8 months after EOL date and Promate driving boards (kits) 12 months after EOL date due to unavailability of parts.