

Warranty and RMA Policy

Preface

Thanks so much for choosing our products. To understand your rights and enjoy all the after service, please read User's Manual and the following instructions.

Warranty

- ◆ Taiwan Commate Computer Inc. (hereafter refers to as COMMELL) provides a period of **18 MONTHS** warranty from delivery date for standard products listed in catalog.
- ◆ Outsourcing products bundled with our products or offered as a resale such as *Processor*, *Memory*, are limited to the warranty and repair service by the original manufacturers.
- ◆ Consumables such as cable, cooler fan and others are not accepted for repair. Please contact your sales directly to purchase spare parts if necessary.

Exclusions from Warranty

- ◆ Return boards without RMA (Return Merchandise Authorization) number.
- ◆ The expired warranty period.
- ◆ Damage caused by misuse, neglect, accident, improper installation or unauthorized modification.
- ◆ Damage caused by natural disaster, such as flood, lightning strike and earthquake.
- ◆ Any additional reworking, updating or testing requested by customers.
- ◆ Any removed, blemished or impaired warranty S/N stickers. " Remark 1"

RMA Standard Procedure

To clarify the service content of the warranty that COMMELL offers, we COMMELL have established the following guidelines to provide our customers the best service.

1. Obtaining a RMA number

When you collect over the defective boards and ready to return boards, please fill out the RMA List and send the completed RMA List to your sales to obtain a RMA number. If you experience the same problems with our products, please consult our Technical Support for best solution. Please describe the problems in detail to help us to aim to the certain points and solve it more effectively. Please note that descriptions such as "Dead" and "Doesn't work" are not sufficient. Avoid ambiguous phrases or abbreviations in descriptions.

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2. Returning parts for repair

If it is necessary to return the faulty products to COMMELL, please send the boards back only, without accessories (CD driver, cables etc.) unless those items are crucial for finding out the problems. If you send boards with other devices, please clearly indicate which items are included on the RMA List; otherwise COMMELL does not take any responsibilities. Please make sure boards are well-packed with something like sponges or bubble bags and put one copy of RMA List into parcel. Customers should bear the forwarding charges, and ship boards by door-to-door service. Please clearly claim "*Return boards for repair without any commercial value*" and undervalue the unit price on Shipping Invoice to pass through Customs Clearance easily.

3. Service charges

As soon as the faulty products are out-of-warranty, customers should pay RMA charge for repair and test. COMMELL will start RMA inspection and repair after receiving of confirmed Debit Note. COMMELL will quote the material cost separately based on actual damage after measuring the defective products.

4. Repair report

We will return COMMELL boards with a copy of RMA report for your reference, which shows the location of the repair. COMMELL reserves all rights to change RMA report if any.

5. Shipping back to customer

Usually COMMELL ships RMA items which are still under warranty by EMS for international shipment. For expedited service, Customers should indicate the delivery method in advance and pay the extra cost for return. For out-of-warranty products, however, customer should agree to ship products with order shipment or delivery by customer's forwarder on customer's account number.

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DOA (DEAD ON ARRIVAL) PROCESS

Any product will be considered DOA if it fails within **THE FIRST ONE MONTH** after bar-coded delivery date. If the boards are purchased as spares, please test them very thoroughly when you receive them. Since we cannot control the storage conditions for the boards, COMMELL will not consider them as DOA after one month. Please follow up regular RMA procedure.

1. DOA Confirmation

Please confirm the problem with our engineers at first because possibly it is only a configuration or integration problem. Returned DOA items must be impeccable by appearance, without any parts missing, alternation, scratches and damaged marks. DOA case is judged by our experienced engineers, COMMELL reserves the rights to repair or replace defective items.

2. DOA Priority

DOA items are handled with the high priority. COMMELL will do everything possible to ensure prompt handling.

3. DOA Return --- 30 days from Invoice Date

Please request a RMA number for DOA items and remark "*DOA priority*" on RMA List to have a fast and best service. Please send back the complete package to us as soon as possible in order the defective items will be rapidly received and fixed.

NOTICE

- ◆ COMMELL reserves all rights to change this document without prior notice.

Remark 1:

S/N stickers: In the serial number sticker, the numeric barcode is defined as bellows,

1st and 2nd digits --> year of manufacture (09=2009)

3rd and 4th digits --> month (07=July)



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