



Networking your world

National Enhance Technology Corp.

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<http://www.netsys.com.tw>

## RMA Policy

<b>Warranty</b>	<b>Effectiveness</b>	<ul style="list-style-type: none"> <li>Warranty is effective for a period of <b>24</b> months from the shipment date of the initial purchase. (Shipments made prior May 10<sup>th</sup>, are under the 12 months warranty period.)</li> <li>Power Supply/Adapter warranty is effective for a period of <b>12</b> months from the shipment date of the initial purchase.</li> </ul>
	<b>Ineffectiveness</b>	<ul style="list-style-type: none"> <li>Warranty is void if defect is caused by improper handling or operations; unauthorized modification; or external hazards of any kind (ex. Lightning strike).</li> <li>In-Warranty units returned to Netsys for repairs which are later found to be void, will be treated as Out-of-Warranty.</li> </ul>
<b>Repair Charge</b>	<b>In-Warranty units</b>	<ul style="list-style-type: none"> <li>For In-Warranty units, repairs will be completed free of charge.</li> </ul>
	<b>Out-of-Warranty units</b>	<ul style="list-style-type: none"> <li>For Out-of-Warranty units, a charge of 20% of the unit's initial purchase price will be applied for the completion of repairs.</li> <li>If an Out-of-Warranty unit has been returned for repairs but is tested by Netsys to be non-defective, the above charge will still be applied to act as an inspection fee.</li> </ul>
<b>Freight</b>	<b>One-Way</b>	<ul style="list-style-type: none"> <li>For In-Warranty units, customer is responsible for shipping the defective units to Netsys, while Netsys is responsible for the return trip after repairs.</li> </ul>
	<b>Round-Trip</b>	<ul style="list-style-type: none"> <li>For Out-of-Warranty units, customer is responsible for round-trip shipping.</li> <li>If an In-Warranty unit has been returned for repairs but is tested by Netsys to be non-defective, customer will pay round-trip shipping for the unit.</li> </ul>
	<b>Proportion</b>	<ul style="list-style-type: none"> <li>If both In-Warranty and Out-of-Warranty units are present in the same batch of RMA, the cost of return shipment will be shared according to the weight ratio of In-Warranty (Netsys pay) and Out-of-Warranty (customer pay).</li> </ul>



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## RMA Procedure

<b>Step 1</b>	<b>RMA Inquiry from Customer</b>	<ul style="list-style-type: none"> <li>Netsys receives RMA request from customer by e-mail, telephone or fax.</li> </ul>
<b>Step 2</b>	<b>RMA Repair Form Fill in</b>	<ul style="list-style-type: none"> <li>Netsys provides "RMA Repair Form" to customer.</li> </ul> <p>Customer completes "RMA Repair Form" by filling in "Model Name", "Serial No.", and "Faulty Description" fields and submits to Netsys.</p>
<b>Step 3</b>	<b>Troubleshooting</b>	<ul style="list-style-type: none"> <li>Netsys FAE will attempt to solve problems by means of technical support, according to the Faulty Description filled by customer.</li> </ul>
<b>Step 4</b>	<b>RMA Customer Confirmation</b>	<ul style="list-style-type: none"> <li>An "RMA Confirmation Form" listing units which the problem cannot be resolved remotely, will be issued to the customer for countersign.</li> </ul>
<b>Step 5</b>	<b>RMA Equipments Ship to Netsys</b>	<ul style="list-style-type: none"> <li>Customer may ship the defective units to Netsys for RMA.</li> <li>In order to ensure the smoothness of Taiwan customs procedure, before sending the units to us, please produce an Invoice listing the all the items you're sending for RMA, using the EXACT model name, description, and price as the original Invoice which we issued when you purchased the goods from us. Also please show this remark on the invoice: Remark: Goods returned for repairing purpose without commercial value, will be returned to <u>Your Company Name</u> after repairing.</li> </ul>
<b>Step 6</b>	<b>Remittance</b>	<ul style="list-style-type: none"> <li>Customer will submit payment as agreed on the "RMA Confirmation Form"</li> </ul>
<b>Step 7</b>	<b>Return Repaired Equipments</b>	<ul style="list-style-type: none"> <li>Netsys returns the repaired units to customer.</li> </ul>