



## RMA Policy v 1.5

### (1) RMA Number

Customers understand and agree that before sending their return cargo either in the form of parts or complete units to SparkLAN, customers are required to **apply for a RMA number** by SparkLAN RMA online system.( <http://rma.sparklan.com/rma/> )

Before RMA number released, customers have to complete the registration of RMA items on SparkLAN RMA online system. Generally, the registration must be included model number, serial number, MAC address and defect description otherwise SparkLAN could reject the request.

### (2) Returned Items and Documents (RMA Checking List)

The RMA number must be clearly indicated on all return shipments. SparkLAN reserves the right to reject any return shipment without RMA number and completed RMA Checking List.

When you completed RMA registration on SparkLAN RMA online system, it is very important to export and print out the checking list and put it in the box with cargo you dispatch to SparkLAN. This will help us to recognize this specific RMA straight away and expedite the processing time.

**Note:** RMA number, Box number and Company Name must be shown outside of the Carton box.

### (3) Discrepancy

SparkLAN is not responsible for any discrepancy between the RMA registration data and actual cargo received by SparkLAN.

If there are any discrepancies of RMA items between RMA registration data and actual cargo, we will do nothing for those discrepant items and won't return to customer unless the customer is willing to pay for the shipment.



#### **(4) Freight Charges**

The cargo which is delivered to the other side, the freight must be charged by the respective parties.

#### **(5) Service Charges**

For out-of-warranty products, customers will be charged for defective units repair. Please confirm with RMA Division for the quotation of repair charge.

**Note:** All returned cargo without S/N label will be categorized as out-of-warranty.

#### **(6) Product warranty**

**Note:** The determinant of warranty was judged by RMA registration date and product S/N .

##### **SparkLAN-Branded Product ( 2 Years )**

**Scope: Product with SparkLAN logo printed & Package with SparkLAN trade mark**

SparkLAN offers this limited warranty for its products only to the person who originally purchased the products from SparkLAN.

The duration of the limited warranty is 2 years, starting from shipping date.

SparkLAN warrants the hardware portion of product against defects in materials for a period of 2 years from the date of original purchase ("Warranty Period").

The warranty is invalid if any component of device was damaged or changed artificially or non-official release firmware to upload into device.

##### **Non SparkLAN-Branded Product ( 1 Year )**

**Scope : Product without SparkLAN logo printed & Package with SparkLAN trade mark**

SparkLAN offers this limited warranty for its products only to the person who originally purchased the products from SparkLAN.

The duration of the limited warranty is 1 year, starting from shipping date.

SparkLAN warrants the hardware portion of product against defects in materials for a period of 1 year from the date of original purchase ("Warranty Period").



The warranty is invalid if any component of device was damaged or changed artificially or non-official release firmware to upload into device.

### **OEM, ODM, Project base**

Please refer to the content of respective business contract.

### **(7) Warranty for pay-for-repair product**

SparkLAN offers this limited warranty to any return product which is charged for repair.

The duration of the limited warranty period is **3 months**, starting from RMA product shipping date.

### **(8) Payment**

Any expense with this RMA from item 5 above, customer should pay in full by payment term of current trading.

### **(9) Procedure**

#### **1. RMA Number Issue:**

When SparkLAN receive Customer's RMA request, the RMA number will be issued within 2 days.

#### **2. Turn around Time (working day):**

TAT: approx. 6~8 weeks (from received date to shipping date)

#### **3. Return by replacement ( similar product ):**

For some reasons to cause RMA products can not be repaired, we will arrange equivalent or similar product for replacement.