

保固 & RMA 政策

Warranty & RMA Policy

1.0 目的 PURPOSE

本文件之目的為訂定產品保固及服務政策，提供代理商或經銷商客戶做 RMA 退回的依據。並且減少因誤判所產生之 RMA 成本以及提供快速的返修以增加顧客滿意度。

The purpose of this procedure is to set up the warranty and service policy of Vecow products for distributors and agents to reference while handling RMA cases. These procedures are for: 1) the reduction of RMA costs resulting from misjudgments, and 2) facilitating quicker response times for increased customer satisfaction.

2.0 範圍 SCOPE

所有超恩股份有限公司產品。

The procedures presented in this document apply to all Vecow Co., Ltd. products.

3.0 定義 DEFINITION

3.1 DOA (Dead on Arrival):

出貨日起30 天內,且經測試後,無法開機或是無法顯示之不良品。

Products are considered as DOA if during the first 30 days from the shipping date conclusive tests are performed that result in No Post or No Display.

3.2 RMA (Returned Material Authorization):

出貨日起超過30 天之後並在保證期限內之不良品。

Products found to be defective 30 days after the shipping date and within the warranty are eligible for RMA returns.

4.0 程序 PROCEDURE

4.1 保固及服務政策 WARRANTY & SERVICE POLICY

4.1.1 保固期 Warranty

4.1.1.1 超恩股份有限公司產品保固期為2年限制型。

All of Vecow products have a two-year conditional warranty.

4.1.1.2 保固並不包含因誤用、意外損害、不正常的超量使用、疏失、濫用、修改、不正確的安裝、未經授權的維修或修改、不正確的測試、或

產品本身以外的因素，包括但不限於：超出使用規格的溫度或溼度、斷電、電流突波、或是意外的災難。

The warranty does not cover damage resulting from: misuse, accidental damage, abnormal overloading use, negligence, abuse, revisions, improper setup, illegal repair or revisions, improper testing, over temperature/humidity specification, power surges, power spikes, power loss, natural disasters, or acts of God.

4.1.1.3 保固並不包含消耗品、附件、所提供之軟體、非原始購買客戶或是拍賣經銷之產品。

Products not covered by the warranty include consumable products, accessories, software, and second-hand products.

4.1.1.4 超恩股份有限公司並不提供沒有或不完整產品序號貼紙之產品保固。

Products with a missing or damaged serial number label are not covered by the warranty.

4.1.1.5 出貨日起 30 天內，且經測試後，無法開機或是無法顯示之產品視為 DOA 產品。

Products are considered as DOA if during the first 30 days from the shipping date conclusive tests are performed that result in No Post or No Display.

4.1.1.6 出貨日 30 天後，而在保固期限內的瑕疵品視為 RMA。

After 30 days from the shipping date, defective products covered within the warranty are considered as RMA.

4.1.2 DOA 期間的服務 Service during DOA Period

4.1.2.1 DOA 產品經測試過後，若功能正常將不予以替換，且因運送此功能正常之產品而衍生之費用，將由貴客戶負擔。

No replacements will be provided if Vecow finds that the returned DOA products function properly after Vecow tests the products. In addition, the returned shipping costs for those non-defective DOA products will be at the customer's expense.

4.1.2.2 DOA 退回之產品，應保持原包裝，且配件需完整(如 cables, CD, 及手冊)。否則按照正常 RMA 品處理。(原物來，原物回)。

DOA products should be returned in the original packaging and with all of the original accessories (cables, CD, and manual). Otherwise, the products will be considered as RMA (Return as received).

4.1.3 RMA 期間的服務 Service during RMA Period

- 4.1.3.1 在保固期限內的第一年，RMA 的維修費及零件費完全免費，但是，若由於貴客戶不當使用所造成的不良將酌收維修費(零件費用另計)
Repair of in-warranty RMA products is free of charge for both labor costs and components for the 1st year. However, repair fees will be charged, if the repairs are for problems resulting from any improper handling and/or utilization. Additionally, component costs will be charged separately.
- 4.1.3.2 在保固期限內的第二年 RMA 的產品，將酌收維修費。維修完畢後，相同問題點之維修則延長保固期間 6 個月，此期間 RMA 的維修費及零件費完全免費，但是，若由於貴客戶不當使用所造成的不良，將酌收維修費
2nd year of the warranty respectively, will be charged to the customer for the repair fees. After the repairs, a warranty covering the same failure symptom will be in effect for 6 months. If the problem is due to any improper handling and/or utilization even within the warranty period, will be charged for the repair fees.
- 4.1.3.3 運送 RMA 產品返回超恩股份有限公司由貴客戶負責。
Both the shipping method and shipping costs of RMA products being returned to Vecow is the responsibility of the customer.
- 4.1.3.4 保固期限內，超恩股份有限公司負責將 RMA 產品運送回貴客戶端，保固期限外 RMA 產品運費將由貴客戶承擔。
Vecow will be responsible for both the shipping method and shipping costs of RMA products (in the warranty period) being sent back to the customer. Shipping costs for returning out-of-warranty RMA products is at the customer's expense.
- 4.1.3.5 保固期限外，超恩股份有限公司有權拒絕提供維修服務。若提供維修服務時，將酌收維修費(零件費用另計)，且來回運費全部由貴客戶負擔。
Vecow has the right to reject to provide repair services for products no longer in warranty. If Vecow chooses to provide repair services, the customer will be charged for the repair fees, and component fees. Additionally, the customer will be responsible for all shipping costs.