

Product Warranty and RMA Policy

1.PREFACE

In order to offering customer the high quality service, POLYHEX has released this Product Warranty and RMA Policy document to provide our customer the best support and shortest turn-around time as possible.

2.WARRANTY

2.1 Warranty period definition

POLYHEX intends to fulfill customer's demand in after-sales service; therefore, POLYHEX generally offers 1 years (12 months) of warranty for standard items but please confirm individual warranty periods for various Products.

2.2 Repairs under warranty

During the warranty period, POLYHEX will repair or replace all defective products according to the contract(Replacement is not available for customized products), provided that they are returned at the customer's expense to an authorized repair facility after obtaining a RMA number. POLYHEX will confirm to the customer whether to repair or replace the product based on the product fault analysis results.

2.3 Exclusions from warranty

The return product is treated as exclusion from warranty when:

- The product has been found to be defective after expiry of the warranty period.
- The product has been concluded to misuse, abuse, or unauthorized repair, whether by accident or other causes. Such conditions will be determined by POLYHEX in its sole unfettered discretion.
- Product updated, reworked, repaired, disassembled and tested upon the request of customers who are without authorization.
- Product is damaged beyond repair due to nature disasters, for example, lighting strike, flood, earthquake, etc.

- The products belong to special OEM and ODM without signing up RMA service agreement.

3.REPAIR PROCESS

Please refer to the RMA flow chart for the RMA process.

3.1 Problem confirmation

It is recommended customer can double confirm the problem with tech. support engineers by contacting business team, submitting online form or sending email to rma@polyhex.net. They may be able to find a solution that does not require returning the products for repair.

3.2 Obtaining a RMA Number

If the technical support engineer fails to solve the problem by phone, email or remote access, and the product is within the warranty period or beyond the warranty period, the customer agrees to pay for repair, the after-sales personnel will provide the RMA Number to the customer to return the product.

3.3 Fill out the RMA Form

Customers can visit the POLYHEX website www.polyhex.net to download RMA Form. When filling in, please describe the problem encountered in detail. Problem description such as “does not work” and “failure” are not feasible for precisely repair. Please describe in detail the application environment, configuration and problems encountered. Lack of description may cause an NPF (No Problem Found) situation.

3.4 Returning the product for repair

Remove any unnecessary accessories or components from the products before returning. During the warranty period, customers need to return the product at their own expense, and POLYHEX pays the shipping cost to eventually send the product back to the customer. If out of warranty, customer should pay all shipping charges. To save handling time, customers should include the RMA form with the packaging.

3.5 Service charges

POLYHEX will charge for repairing products when:

- The product is repaired after expiry of the warranty period.
- The product is tested or calibrated after expiry of the warranty period, and a No Problem Found (NPF) result is obtained.
- The product, though repaired within the warranty period, has been subjected to misuse, abuse, or unauthorized repair.
- Product updates, reworks, and tests upon the request of customers who are without warranty.
- Product is damaged beyond repair due to nature disasters, for example, lighting strike, flood, earthquake, etc.

POLYHEX will return the RMA form listing all items that generated charges.

3.6 Repair report

POLYHEX will return the RMA form showing fault analysis results and repair resolution. If the result is NPF, the report will list the tests been done for customer's reference.

3.7 Custody of products submitted for repair

POLYHEX will retain custody of a product submitted for repair for two months whilst it is waiting for return of a signed RMA form and payment. If the customer fails to respond within such period, POLYHEX will cancel the RMA process automatically. POLYHEX will take reasonable measures to stay in proper contact with the customer during this 2-month period.

3.8 Shipping back to customer

POLYHEX normally ships RMA returns by express such as UPS, DHL, Federal Express, and so on. If the customer requires, we can ship the returns using a different service, however, the customer must bear the extra costs of such alternative shipment. If you require any special arrangements, please indicate this when shipping the product to us.