



晶揚科技

# Return Policy

## 1. Terms and Conditions of Warranty

**Taiwan Micropaq Corporation(TMC)** will provide full warranty to customer who purchased the **TMC Brand** product for a period of one year from the date of shipment. Products determinate by TMC to be defective will be replaced or repaired at no charge provided that the parts have not been abused, misused, neglected or modified as the following terms and conditions:



- 1.1 Immediate replacement of merchandise is applicable only if TMC is notified of Return Material Authorization (RMA) within 7 (seven) working days from shipment date. Otherwise, replacement will be within 14 (fourteen) days after receipt of RMA.
- 1.2 Defected product under warranty has no component provided by our suppliers to be repaired or replaced, we may exchange to available product with same capacity or refund under mutual understanding.
- 1.3 Should the returned merchandise tested and found to be in good working order, there will be a charge of US\$2.00/unit for testing and a minimum surcharge of US\$20.00 handling fee.
- 1.4 TMC will bear the freight charges of the merchandise sent to customer after repairs. This is applicable only for merchandise returned within warranty period.
- 1.5 TMC will not be responsible for freight or insurance of the merchandise sent by customer. And the RMA number must be marked clearly on the outside of the RMA package.
- 1.6 Warranty shall not apply to merchandise found to be damaged due to inadequate maintenance and care, improper use, modified or connection to incompatible equipment will not be replaced and cost of repair will be levied accordingly.

*Note: Only fully documented merchandise will be processed. For faster process, please indicate clearly the exact description of fault.*

## 2. RMA : Return Merchandise Authorization

Product returns are for RMA only, subject to the terms and conditions stated in the warranty section. To obtain warranty service for RMA only, please fax/email to TMC and we will feed back you a Return Merchandise Authorization ("RMA") number soon when it's be approved. Thank you.