



ADLINK Warranty Policy

Index Table

1. Quality Guarantee & Policy

2. Service & Warranty

2.a DOA Service

2.b RMA Service

3. Product Continuity

3.a Product Change Notification

3.b Product EOL Notification

4. Customer Claim

5. Information Inquiry

6. Appendix

6.a DOA Application Flow

6.b RMA Application Flow

1. Quality Guarantee & Policy:

ADLINK appreciates for your adopting ADLINK series products. Hopefully, our advanced and high technology products bring you a total different experience and high performance. We guarantee each unit of ADLINK product is tested completely by 100% with all necessary test items to meet various application requirements and relevant specifications customer needs.

Although all units are tested with strict production and quality control procedures we guarantee. Some unexpected error caused by ADLINK product itself still might bring inconvenience to our value customer. If any unexpected error leads to potential risk, ADLINK will offer prompt and quality service for repair or replacement to protect customer from suffering impact. But some causes and factors stated as followings as below lead to unavailability is not covered by ADLINK quality guarantee policy:

- a. Unauthorized change, correction and modification.
- b. Irresistible factors like earthquake, wars, fire, deluge and others natural or man-made calamities.
- c. Damaged by improper storage condition, operation, application and transportation.
- d. Warranty label and P/N are damaged and not recognizable.
- e. Accessories and packing material of series product like cables, packing bag and others.
- f. The warranty item of outsourcing parts bundled for sell (HDD, CPU, memory and others) follows service policy of original vendor.

2. Service & Warranty:

2.a DOA Service:

DOA stands for “defect on arrive” and indicates the defect detected at customer site within three months from the delivery date from ADLINK. New unit will be available for swap because of DOA when DOA request is approved. ADLINK will take all cost for transportation cost to return the defect unit to ADLINK from customer site and send the new unit for swap to customer but ADLINK owns the right to decide the transportation type.

2.b RMA Service:

ADLINK offers 24 months free repair service for RMA which indicates the defect detected at customer site from the delivery date from ADLINK. The returned unit will be repaired and tested with ADLINK standard production and test procedures. ADLINK guarantees the unit will be sent back to customer within 18 days for RMA repair service from ADLINK approves RMA request and receives the unit from customer. ADLINK will take the cost for transportation cost to customer but ADLINK owns the right to decide the transportation type. If customer returns defect unit over warranty, ADLINK will do best to offer chargeable repair service to fix the returned unit under customer’s agreement. In case of key spare parts or technique required for repair are not available, ADLINK will have right to deny customer’s request to repair the returned unit.

3. Product Continuity:

3.a Product Change Notification:

ADLINK Technology issues ECN (Engineering Change Notice) to standardize the procedure when design change of existing products are required in the product life circle because of (1) necessary implements of new or alternative materials due to EOL or defects; (2) upgrades of functions; (3) adjustments of product defects. After ECN, users of the ADLINK products will be allowed to purchase the same version within a limited time period, for the convenience of the conversion to a new version. If customers want to continue the procurement of the old version when the allotted time expires, a new contract with ADLINK Technology is necessary. Relative components will be prohibited for use and the life circle of the main parts for products will be closely followed up for OEM/ODM products. Under the circumstance of inevitable product engineering change, OEM/ODM customers will be fully informed and provided with complementary plans in advance.

3.b Product EOL Notification:

The primary purpose of a Product EOL Notification is to advise customers of a product EOL, which is typically caused by a supplier ceasing production of a key component. Every effort is made to select manufacturers with predictable component lifecycles. If an ADLINK product is no longer available due to a key component EOL notification, we will promptly release an appropriate notification and provide customers with a timely plan. When a Product EOL Notification is announced, we will also suggest a substitute product and provide customers a "Last Time Buy" cut-off date. A "Last Time Buy" gives our customers an opportunity to enter into a long-term or short-term contract for EOL items.

4. Customer Claim:

ADLINK stands in the service policy "At ADLINK, We Care" to treat customer's voice as force of internal improvement. Customer can reach ADLINK for both of quality issue and technique issue with internet service via ADLINK Ask an Expert System. All issues created will be taken care and solved within 48 hrs.

The website of ADLINK Ask an Expert is <http://askanexpert.adlinktech.com>

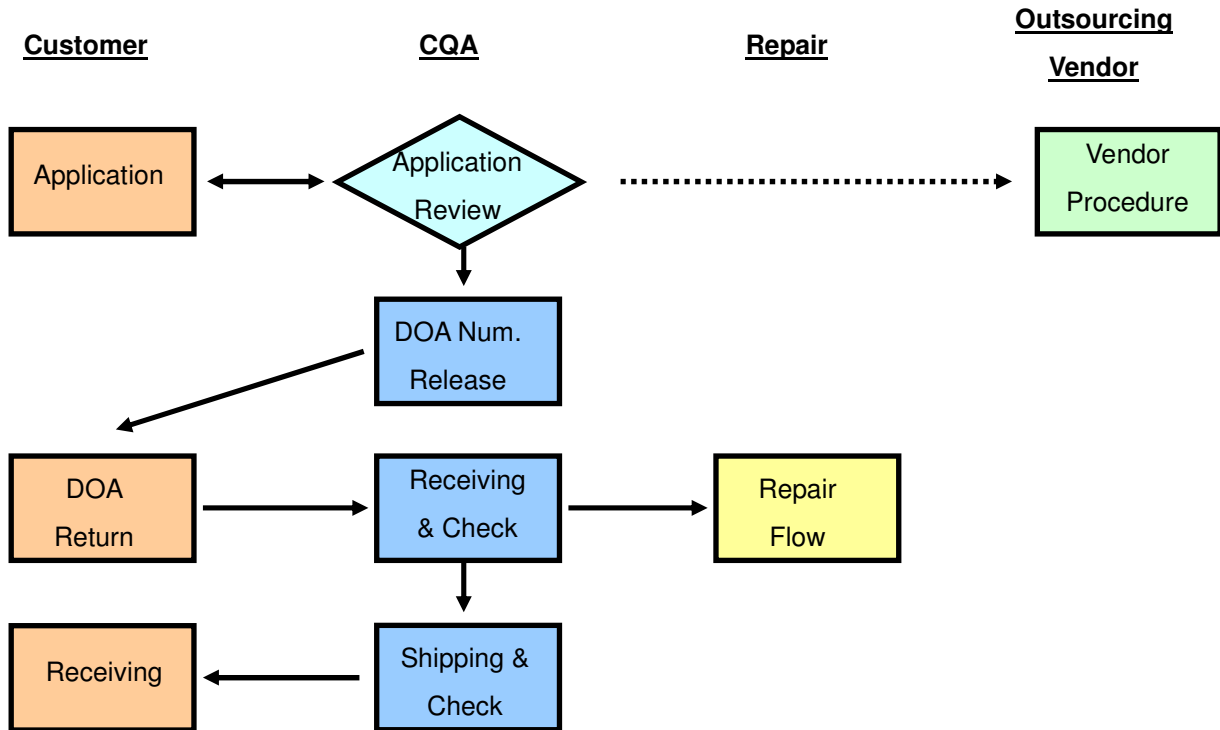
5. Information Inquiry:

Checking the latest status of returned units for repair service is also easy to our customer. The worldwide customer of ADLINK can access the database of ADLINK repair database to inquire latest information of returned unit via ADLINK e-RMA system.

The website of ADLINK e-RMA system is http://partner.adlinktech.com/rma_tw/support_rma.aspx

6. Appendix:

6.a DOA Application Flow



6.b RMA Application Flow

