

RMA (Return of Material Authorization) Policy

General Policy

All equipment returned to Kontron must have a Return Material Authorization (RMA) number assigned exclusively by Kontron. Kontron cannot be held responsible for any loss or damage caused to the equipment received without an RMA number. The Buyer accepts responsibility for all freight charges for the return of goods to Kontron's designated facility. Kontron will pay return freight charges back to the Buyer's location in the event that the equipment is repaired or replaced within the warranty period stipulated herewith.

1. Please check with GSS and get RMA number.
2. Please "MUST" obtain an RMA number from Kontron Asia prior to returning any merchandise.
3. Standard exchange of spare parts (for unit in warranty), please contact our GSS (Global Sales Support).
4. Purchase spare parts (for wearing parts or out of warranty unit), please contact our GSS
5. RMA number is valid for 30 days from the date issued.
6. Do not add up any unauthorized item or product to an issued RMA number, any unauthorized item or product will be refused or the entire shipment may be rejected.

Warranty Information

Kontron Asia warrants the selling items and products to be free of defect in parts and workmanship for a period of time from shipment invoice date of Kontron Asia. During this period, Kontron Asia will at its option, repair or replace the item or product at no additional charge to the purchaser. All warranties are void if returned item or product is found to have been misused, abused, scratched, mishandled, mislabeled, modified or altered in any way or caused by any kind of natural disaster.

- 1 Warranty period:
 - 1.1 SBC: 2 year
 - 1.2 System : 2 year
 - 1.3 Panel PC System : 2 year
 - 1.4 Embedded Module : 2 year
 - 1.5 Spare or Repaired parts : 90 days
- 2 Following components are not covered by warranty:
 - 2.1 CPU & Memory
 - 2.2 Battery
 - 2.3 Broken panel displays or touch screens
 - 2.4 Broken or bent mechanical parts
 - 2.5 CPU and Chipset cooler & fan
- 3 Non-Kontron Asia standard product Warranty period, please call Kontron Asia's SALES
- 4 Extended Warranty period, please call Kontron Asia's SALES

Shipping Instruction

1. RMA number must appear on the shipping label outside of the retuning package, including a copy of the original invoice and a copy of RMA form.
2. The returned package may be delayed or refused by Customs in any insufficient shipping information or document.
3. Please pack the returning item or product in original packaging or equivalent protective packaging to ensure that will be arrived to Kontron Asia in damage free. Customer is responsible for the packaging of item or product in return. The warranty may be void on returning item or product is in insufficiently or improperly packaging.

4. Customer should pay for the forwarding freight fee of RMA shipment to Kontron Asia. Kontron Asia will pay for the returning shipment freight fee to Customer. Customer will receive a credit on DOA (Defective on Arrival) forwarding freight fee upon confirmation of defective reasons.
5. Kontron Asia suggests the returning package is with shipment insurance by Customer. Kontron Asia will not be responsible for any loss or damage of merchandises returning from Customer.
6. COD (Collect on Delivery) package is not acceptable by Kontron Asia.
7. Kontron Asia may refuse the returning package from Customer if the RMA returning package to Kontron Asia is broken or in abnormal conditions. Kontron Asia will attempt to inform the package condition to Customer within two working days.
8. Any returning item or product is not same as the original RMA claim. The returning item or product shall be set in process as out-of warranty and applied to out-of-warranty service charge.
9. Customer is solely responsible for all software data, software license, content privacy and any legislation issues of software in all returning items and products. Kontron Asia is not response for all software of Customer in the item or product repairing at Kontron Asia. Kontron Asia suggests Customer process all software before the item or product returning to Kontron Asia.
10. Kontron Asia suggests not enclose the manual, disk, cable or accessory in the returning item or product for repair.
11. Return for credit item or product must be in the originally non-opened shipping box and carton packaging. Custom agrees the re-stocking charge of 25% or above of total returning merchandises value.
12. DOA (Defective On Arrival) replacement item or product will be forwarded to Customer as receiving conditions of item or product which returned from the Customer.
13. Contact and RMA returning address:
Kontron Asia Inc.
Attn: RMA Dept
Tel:886-2-2799-2789
Address: 5F,No.415,Ti-Ding Blvd,Sec.2,NeiHu District ,Taipei 11493,Taiwan

Repair Charge

- 1 In warranty
 - 1.1 Kontron Asia will repair the item or product in free of labor and material charge as the item or product is within the warranty period.
 - 1.2 The warranty is void if the returning item or product is found in misused, abused, scratched, mishandled, mislabeled, modified, or altered in any way or caused by any kind of nature disaster. The item or product shall be set in process as out-of warranty and applied to out-of-warranty service charge.
- 2 Out of warranty
 - 2.1 Kontron Asia will repair the out-of-warranty item or product upon Customer confirmation by an RSC (RMA Service Confirmation) in the estimated cost of parts and labor.
 - 2.2 Customer must agree the returning freight fee of repaired item or product by "EX-WORKS" shipping term at Kontron Asia.

DOA (Defective On Arrival)

- 1 DOA period within 30 days as the invoice date of item or product.
- 2 An RMA number is required for the DOA item or product return. Kontron Asia technician will test and determine the DOA product before replacement.
- 3 Any found DOA item or product will be repaired or replaced within 10 working days after receipt at Kontron Asia, as the item or product is in stock and is still an inventoried item.