

Return Merchandise Authorization Service

1 、 RMA PROCEDURE

1-1 Application file number

- a. Please fill out the “RMA REQUEST” from, and then E-mail the document to Korenix (rma@korenix.com).
- b. When filling out the request form, please provide full contact information as well as detailed descriptions of the item malfunction.
- c. RMA numbers is valid in 30 days after the application.

1-2 Return the product for repairing

- a. When sending the defective units back to Korenix, please include clearly the RMA number in the box, and also attach one copy on the packing box. Next, please inform Korenix a week before shipping. (Fax or e-mail your invoice and packing list of the RMA). If the RMA Packages was returned without a RMA number, it would be refused at Korenix sole discretion.
- b. Products must be returned in an adequate condition with proper packaging and shipping materials (must adhere to ESD safety precautions, if applicable) to avoid damage from delivery. Korenix is not responsible for any damage by inappropriate packing defects.
- c. RMA only repairs the defective units not include any accessories. If you believe the accessories may be part of the problem, please indicate clearly in your request. Otherwise, RMA will not be able to guarantee that your accessories will be returned.

1-3 Shipping charge calculation method

Warranty Period	Customer sent to Korenix	Korenix return to customer
IN warranty	Customer	Korenix
OUT warranty	Customer	Customer
DOA	Korenix	Korenix

1-4 Repair Turn-around Time

- a. Korenix will repair the RMA defective within 14 working days after it is received, and DOA will repair or replace within 7 working days after it is received.
- b. The dealer or project customers will be three working days after receipt of the equipment Replies project task is scheduled.
- c. Please contact rma@korenix.com for estimated turnaround times.

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1-5 Service Charges :

- a. If charges will be incurred for a repair, Korenix will send a "Profrma Invoice" that lists all charges, and will wait for your approval before performing the repair.
- b. Repair service charges will be calculated as Handling + Repair + Materials = Gross.

1-6 Shipping of repaired items to customer

- a. When the RMA device is repaired, Korenix will inform customer immediately.
- b. Repaired items will be shipped with the "Repair Report".
- c. The repaired RMA goods will be shipped with arrangements from EMS.

2 、 RMA FLOW CHART

