

Return Merchandise Authorization Service Terms & Conditions (T&C)

By accepting this RMA you understand and agree the following T&C:

- You request Korenix to perform service to your device(s).
- You deliver the device(s) to the address specified by Korenix during the RMA process.
- Korenix returns your device to the address you specify during the RMA process.

STANDARD WARRANTY REPAIRS

- For devices covered under their initial Warranty period, the terms and conditions of Korenix Product Warranty applies.
- Faulty devices received out of warranty terms may be considered a Chargeable Service. Please refer to the next section for details.

CHARGEABLE REPAIRS

- For service not being undertaken under warranty or service contract, Korenix will provide you with a written quotation detailing the service charges.
- Service will be performed upon your acceptance or confirmation to the quotation.
- A charge may be applied for detail inspection and assessment of such chargeable repairs. This will be invoiced to you if no other invoice is generated for a chargeable repair.
- Please note:
 - Returning and Shipping: The to-be-service product is expected to be delivered to Korenix under your expense whereas Korenix to be responsible for returning you the serviced one(s).
 - For device beyond service, Korenix offers an option for replacement.
 - The serviced device will be returned in 2 ~ 4 weeks after your acceptance to service quote or confirmation.
 - For service quotation without your confirmation or request to return by 30 working days after the date of the quotation, Korenix reserves the rights of dispositioning the said device.