

# KYE SYSTEMS CORP.

## DEFINITIONS OF TERMS

1. "Abused Product" shall mean a physically damaged product or subassembly, respectively, that has been damaged due to forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the product specification.
2. "Full Warranty" shall mean a specific period in which KYE should perform repair on non-abused products without labors and parts charged.
3. "Limited Warranty" shall mean a specific period in which KYE should perform repair on products with labors and parts charged.
4. "Insubstantial Warranty" shall mean (1) That model / item has already been phased out more than 1 year. (2) It is impossible to get the necessary component because of ceasing production of manufacturer / vendor. (3) It is impossible to repair or fix the problem because of technical reason.
5. "Shelf Warranty (DOA)" shall mean Items that cannot function in normal way or have serious defect within 15 days of the original invoice date are eligible for Shelf Warranty (Dead On Arrival). Items returned under Shelf Warranty will be replaced with the same model / type and version. If the customer asks for the different model / type and version, the Shelf Warranty will be void.

## WARRANTY PERIOD & POLICY

1. The Full warranty period begins on the date of the original Invoice.
2. The Limited warranty period begins on the date of end of full warranty according to additional contract signed.
3. The warranty period is not a result of an accident, abused product and force of nature such as fire, floods, wars, earthquake...etc.
4. KYE SYSTEMS CORP. reserved the rights not to repair the *Out of Warranty* or the *Insubstantial Warranty* products.

The warranty service terms will be based on this warranty period as described below:

### **UNDER WARRANTY**

- i. Shelf Warranty (DOA) – Within 15 days after Customer receiving date. KYE SYSTEMS CORP. will exchange products and pay for shipping charges, import and export duties and any other related costs.  
**No** labors & parts will be charged.
- ii. Regular Full Warranty – KYE SYSTEMS CORP. does not provide with any RMA Free Buffer.  
**No** labors & parts will be charged. (Warranty begins at date of the original invoice)
- iii. Regular Full Warranty – KYE SYSTEMS CORP. provides with RMA Free Buffer.  
Labors & parts will be charged.
- iv. Limited Warranty – Labors & parts will be charged.

### **OUT OF WARRANTY**

- i. Out of warranty – Labors & parts will be charged. (Base on the fourth (#4) statement of the Warranty Period & Policy.)

## WARRANTY PERIOD

### Video Image & System PRODUCTS

<b>PRODUCT ITEM</b>	<b>WARRANTY PERIOD</b>
All Barebones	15 months
All Monitors (including LCD)	15 months
All Main boards	15 months
All Power Supplies	15 months
All VGA / TV Cards	15 months
All Scanners	15 months
All Digital Cameras	15 months

### Input device PRODUCTS

<b>PRODUCT ITEM</b>	<b>WARRANTY PERIOD</b>
All Mice	15 months
All Tablets	15 months
All Keyboards	15 months

### Multimedia & Storage PRODUCTS

<b>PRODUCT ITEM</b>	<b>WARRANTY PERIOD</b>
CD/DVD ROM	15 months
All Speakers	15 months
All Sound Cards	15 months
All Headsets and Mircophones	15 months
All Joysticks	15 months
All Game Pads	15 months
All Digital Player Systems	15 months
All Storage devices	15 months

### Communication & Networking PRODUCTS

<b>PRODUCT ITEM</b>	<b>WARRANTY PERIOD</b>
All Networking Interface Cards	15 months
All Hubs and AP	15 months
All Fax/Modems (including XDSL/ISDN)	15 months
Others ( The other Networking / communication products )	15 months

# KYE SYSTEMS CORP.

## RMA POLICY

1. The Return Merchandise Authorization (RMA) is for any KYE SYSTEMS CORP. product that is returned for repair or for replacement within the warranty period. KYE SYSTEMS CORP. must give an RMA number to the customer before the customer is authorized to return any defective product to KYE SYSTMES CORP.

2. It is necessary to have a RMA number for any items returning to KYE SYSTEMS CORP. In order to obtain a RMA number from the Customer Service Department, it must have following information ready:

Customer name / Contact person / Apply date / Telephone number / Fax number

Email address / KYE Sales Rep. / Shipping address / Product model / Serial number

Quantity / Defect description for each item

Without above information, KYE SYSTMES CORP. has right not to issue a RMA number to the customer. In order to get a RMA number, you can:

- i. Call + 886 - 2 - 2995 - 6645 during business hours.*
- ii. Fax the RMA Request Form to + 886 – 2 – 2278 - 9520*
- iii. Email to [csd@email.geniusnet.com.tw](mailto:csd@email.geniusnet.com.tw)*

3. Each item returning for RMA must be attached a photocopy of RMA Request Form.

4. The warranty period is not a result of an accident, abused product and force of nature such as fire, floods, wars...etc.

5. After the customer has received the RMA number sent by KYE SYSTEMS CORP. The RMA item must be sent out within one month, if the RMA item is not sent out within one month the RMA number will be automatic void without notice and customer has to reapply for a new RMA number.

6. After the customer has confirmed the RMA number sent by KYE SYSTEMS CORP. The repaired RMA will be sent back within 30 calendar days upon goods received.
7. It is required the RMA number to be written on each shipping box. Returns must be shipped freight prepaid and insured. The return RMA shipment must be enclosed with **Invoice** and **Packing List**. Returns not meet all these conditions including the quantity and item name on invoice and packing list will be refused and returned at customer's expense. .
8. The RMA lot will then have a visual inspection upon receipt by KYE SYSTEMS CORP. If the item or quantity is different from those listed on the RMA Request Form, KYE SYSTEMS CORP. shall immediately notify customer of such discrepancy. If customer made no comment on said KYE SYSTEMS CORP. receiving report; such quantity and model shown on receiving report becomes final.
9. All OEM/ODM incidences including minor changes to the product and any customer agreement with sales personnel concerning spare parts will be considered as exclusive and independent of RMA policies.
10. Any sale that agrees with **NO RMA** will not be suitable with this RMA Policy. Any return products for repair will be refused and return at customer's expense. If customer request KYE SYSTEMS CORP. to repair, all those return parts will treated as Out of Warranty.
11. If the RMA defective rate is within the **RMA Free Buffer Parts** range that customer already agrees with, Customer has to pay extra fee for more RMA Spare Parts.
12. If the RMA defective rate is over the **RMA Free Buffer Parts** range that customer already agrees with. A detailed RMA report must be enclosed with the request. And all the information has to be listed as statement #2., and KYE SYSTEMS CORP. will repair defective goods over the **RMA Free Buffer Parts** range for the customer at free of charge.