

## Advantech Sales Return Policy

updated April, 2018

ADVANTECH Europe B.V. has established the following policy, in order to give Customers the best support and shortest turn-around time possible. The sales team at Advantech Europe B.V. is available to assist the Customer in resolving any product or application difficulties the Customer may encounter. In most cases, Advantech is able to resolve problems quickly over the phone or by other means, without requiring a product return. All returns from the Customer shall be authorized with an Advantech Return Material Authorization (RMA) number. Return Material Authorization (RMA) number is valid for 30 (thirty) days from date of issue.

### 1. Return for Credit

Advantech shall assess and accept ONLY product listed on the Credit Request. The Customer shall be responsible and liable for any missing or damaged parts, and to either insure the product or assume the liability for loss or damage during transit. The Customer is responsible for all freight charges to return product to Advantech.

#### 1.1 Credit Return Terms

Product shall be accepted for the Sales Return process, ONLY if the request is triggered within 90 (ninety) days from the original invoice date. Product returned to Advantech Europe B.V. for credit shall be subject to a restocking charge based on the following schedule.

0 - 30 days	15% Restock Fee
31- 60 days	25% Restock Fee
61- 90 days	35% Restock Fee
90+ days	No Returns Accepted

#### 1.2 Credit Return Rules

Product returned to Advantech must be in a new, re-saleable, condition as judged by Advantech.

Product shall be returned in original Advantech packaging and include all original packaging, manuals, CD's, and original hardware and components. Returns that do not meet this requirement shall be denied or subject to an additional restocking charge as determined by Advantech.

Damaged product shall not be accepted.

The Customer is responsible for all freight charges to return product to Advantech. In no case shall outbound freight charges billed on the original invoice, be credited to Customer, when product is returned.

**No returns shall be accepted for special order product** or product not normally stocked by Advantech. These products include ODM products, T-model products, or assembly orders

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(BTOS/CTOS); or authorized for credit or cross ship - only if our vender accepts the product for return or replacement or both. If the vendor accepts, restocking charges, if any, imposed by our vendor for this product - beyond normal restocking fees - shall be passed along to the Customer.

**Assembly, testing, burn-in, and other service charges; and freight are NOT refundable.**

### 1.3 Shipping Procedure

Proper handling, packaging, labelling and shipping of Sales Return product allows for quick processing of the Customer's request and helps ensure product quality. To ensure successful processing of the Sales Return, the Sales Return shall be correctly identified and labelled .Only returns that meet these requirements shall be accepted by Advantech.

Once an RMA is issued for the return of product, it is valid for 30 (thirty) days. Product received by Advantech more than 30 (thirty) days from issuance of the RMA shall not be credited and shall be returned to the Customer at the Customer's expense. It is the responsibility of the Customer to ensure the product is returned within this period.

Product returned to Advantech that is not part of on the initial Credit RMA request shall be returned to Customer at their expense.

Advantech reserves the right to revise any part of the above without notice.