

Advantech's Technical Support staff is available to assist you in resolving product or application difficulties you may have. The following policy applies only to the **Embedded & Network Computing Group** and is subject to change without notice.

A RMA NUMBER MUST BE OBTAINED from our staff prior to returning any products. The RMA number is valid for 30 days from the date of issuance.

All Product returns fall into two categories:

1. **Repair/Cross shipment** (please contact an Application Engineer from your region)
2. **Return for Credit** (please contact a Sales Engineer/Sales Coordinator from your region)

1. REPAIR RMA

1.1 Warranty Period

For detailed warranty terms and conditions, please refer to Advantech's Warranty Policy or you may contact an Advantech staff member to verify the warranty status of an item. **A repair fee must be paid** to have a non-warranty item repaired. This fee will also extend the product's warranty for an additional three months on the parts that have been repaired.

1.2 Repair Fees

There is no repair fee for in-warranty service. For out of warranty service, the following repair fees apply:

1.2.1 System level: An evaluation fee of **\$120**/per system is required before an RMA number can be issued. This evaluation fee will be then be referred as the "Labor Fee" once repair has been approved by customer. The total repair fee is **\$120**/per system for 2 labor hours plus material and shipping costs. If the repair process requires more than 2 hours of labor or additional parts after evaluation, an extra cost will be incurred after it is agreed to by the customer prior to the repair process.

1.2.2 Board Level: Repair fee is **\$105**/per board.

1.3 Return Procedure

For returns please complete all of the required information on the attached RMA form. Upon completion of the required information, please email the form back to the RMA Administrator in order to process & generate your RMA number. You will receive an RMA number within 2 working days. An RMA number is only an authorization for returning a product; it is not an approval for repair or replacement. Returned products will be inspected and the appropriate action will be determined at the repair facility. Please list all items you plan to return to us. Advantech is not responsible for any items not listed. To prevent mishandling, please address the package directly to the RMA Department and **indicate the RMA number clearly on the outside of the shipping label or package.**

1.4 Repair Procedure

If the product is under warranty, it will be repaired or replaced at the sole discretion of Advantech. If an out of warranty item cannot be repaired, it will be returned to the customer at customer's shipping expense.

1.5 RMA Status Check

Please contact your Advantech RMA Representative and have your RMA number ready when making inquiries. For most products, typical repair RMA processing time is 10 working days after receipt of goods. For custom and special products, processing time may vary.

2. CROSS-SHIPMENT RMA

Cross-Shipment Terms

It is possible to obtain a replacement (cross-shipment) within the first 30 days from Invoice date, if the standard products were purchased directly from Advantech and if the product fails to function upon initial arrival. These are the **only** conditions in which a replacement product is provided.

Cross-Shipment Procedure

Products must **not** be damaged, altered, or marked.. Customer need to return the "complete package" (includes accessories, manuals, cables, etc). To prevent mishandling, please address the package directly to the RMA Department and **indicate the RMA number clearly on the outside of the shipping label or package.**

3. RETURN FOR CREDIT

Advantech provides a 30-day money back guarantee on most products and orders listed on Advantech's invoice (excluding BTOS purchase, special-order items, peripheral parts, third party and software items). Freight and service charges are NOT refundable. Phoenix Operation Tested models require additional restocking fee; all Z models are \$40.-/pcs, all Z2 models are \$100.-/pcs. All returns must be pre-authorized by your Sales Engineer to obtain an RMA number. Returns are only acceptable in "NEW" condition. The products must be in their original packaging, including anti-static bags, etc. All manuals, cables, and other accessories must also be returned. Any missing items found will result in a restocking fee.

3.1 Credit Return Terms

Component Orders		BTOS Orders (Orders with Integration and Testing OPTION)	
0 – 30 days	0% Restocking Fee	0 – 60 days	20% Restocking Fee
31- 60 days	20% Restocking Fee	61- 90 days	30% Restocking Fee
61- 90 days	30% Restocking Fee	90+ days	No Returns Accepted
90+ days	No Returns Accepted		

Additional Restocking Fee for Phoenix Operation Models: all Z models are \$40.-/pcs, all Z2 models are \$100.-/pcs.

Please indicate your RMA number clearly on the outside of the package or shipping label.

4. SHIPPING COST

4.1 Shipping Terms

The customer is responsible for shipping costs to Advantech. As a courtesy, Advantech will be responsible for the shipping costs for returning the products back to the customer (in-warranty service products only). Unless requested, the shipping method will be Ground Service, or equivalent insured at Advantech's discretion. If specific insurance amount is required, customer must notify RMA Representative. The customer is responsible for all shipping costs for out-of-warranty service products.

