

# Ordering from Advantech Inter-Continental eStore

## 1. Placing an Order

Place your order with Advantech eStore online at <http://buy.intercon.advantech.com>

You may also mail an order directly to [inquiry.intercon@advantech.com.tw](mailto:inquiry.intercon@advantech.com.tw).

## 2. Contact Advantech eStore

Address:

No. 1, Alley 20, Lane 26, Rueiguang Road,  
Neihu District, Taipei, Taiwan 11491, R.O.C.

Telephone Numbers:

Sales: 886-2-2792-7818

Email: [inquiry.intercon@advantech.com.tw](mailto:inquiry.intercon@advantech.com.tw)

## 3. Prices

Prices and specification are those in effect at time of publishing and are subject to change without notice.

Products are subject to discontinuance. All prices are **EX-WORK, US dollars**. Applicable taxes, insurance and shipping charges are to be paid by the purchaser. Buyer shall pay all rigging, draying insurance and transportation charges which, unless prepaid, shall be added, on a dollar for dollar basis, to the invoice for the products being shipped.

### a) Price Quotation

Unless otherwise stated on the face of the quotation or otherwise agreed to in writing by Advantech all quotations expire (10) days after the date of the quotation.

### b) Order of Precedence

These terms and conditions of sale and any attachments take precedence over buyer's additional or different terms and conditions, to which notice of objection is hereby given. Acceptance by Buyer is limited to these terms and conditions. Neither Advantech's commencement of performance, nor delivery shall be deemed or constructed as acceptance of Buyer's additional or different terms and conditions.

Buyer's purchase of Advantech products hereunder represents acceptance of these terms and conditions of sale, and any attachments, which together constitute the entire understanding between the parties and supersede any previous communications, representations, or agreements by either party whether verbal or written. No change or modification of any of the terms or conditions herein shall be valid or binding on either party, unless in writing and signed by an authorized representative of each party.

### c) Changes and Cancellations

For non catalog or customer products, if less than sixty (60) days prior to scheduled shipment, a Buyer cancels an order, or issues change order causing a delivery delay, sales needs to be confirmed by supply chain first. Buyer shall be subject to a charge of up to five percent (5%) of the list or quoted price of the affected products. In addition, if Buyer cancels an order for special equipment or services any time after the order is received by Advantech, Buyer may be subject to an additional charge equal to the time and unique materials expended on

Buyer's behalf plus twenty-five percent (25% )of the quoted price.

#### **4. Payment Term:**

All payment term is T/T in advance.

#### **5. Quantity and OEM Discounts**

Discounts are available for volume or OEM purchases on a per-order or a blanket order basis. Interested parties can reach Advantech sales representatives or an affiliated Advantech partner who can quote volume prices.

#### **6. Shipping**

Shipments of any products purchases are subject to Advantech's schedule. Advantech shall make any reasonable efforts to meet any delivery date(s) quoted or acknowledged. However, Advantech will not be liable for its failure to meet such dates.

##### **a) Shipping Method**

Advantech ships via DHL, UPS and other major carriers upon request. Please inspect all packages immediately upon receipt. Any damage or loss in transit should be noted on any delivery receipt and must be reported to Advantech promptly. Customers should file claims on Carriers for any loss immediately.

##### **b) Delays in Performance**

Advantech shall not be liable for any delay in performance hereunder due to unforeseen circumstances or due to causes beyond its control including, but not limited to, acts of nature, acts of government, labor disputes, delays in transportation and delays in delivery or inability to deliver to Advantech suppliers.

#### **7. Returns and Repairs**

Please contact Advantech to receive a **Return Merchandise Authorization (RMA)** number prior to returning any product for credit or repair. The RMA number must be marked clearly on the packaging in which goods are returned, and the Advantech RMA paperwork must be included with the shipment. ANY RMA RETURNED WITHOUT AN RMA NUMBER WILL BE REJECTED BY OUR SHIPPING DEPARTMENT. To expedite the RMA process, you may choose to complete the online RMA request.

**RMA website:** <http://erma.advantech.com.tw/>

##### **a) Repair RMAs**

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. There is no repair fee for in-warranty service. 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. See our Return Policy for more details. 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.

##### **b) Returns for Credit**

Returns are only acceptable in "NEW" condition. Returns for Credit may be subject to restocking fees. All Special order items labeled as X and Y part numbers and also outsourcing products are Non Cancellable and Non

Returnable. All other software items, assembly, test and burn-in, freight and other service charges are NOT refundable. The products must be in their original packaging, including anti-static bags, etc. All manuals and other accessories must also be returned. Any missing items will result in an additional restocking fee. Advantech reserves the right to assess additional restocking fees to cover damages or missing items discovered upon return and inspection by the Advantech RMA Dept. ALL RETURNS MUST ARRIVE WITHIN 30 DAYS IN NEW CONDITION FROM INVOICED DATE. PLEASE INDICATE YOUR RMA NUMBER CLEARLY ON THE OUTSIDE OF THE PACKAGE OR SHIPPING LABEL. PACKAGE WITHOUT RMA NUMBER CLEARLY MARKED ON THE BOX WILL BE REJECTED BY OUR RECEIVING DEPARTMENT.

## **8. Copyright Materials**

Unless otherwise agreed to in writing by Advantech, Advantech copyrighted materials (software and printed documentation) may not be copied except for archival purposes to replace a defective copy of for program error verification.

## **9. Software**

All software is provided subject to a license agreement and you agree that you will be bound by such license agreement in addition to these terms. Title to software remains with the applicable licensor(s).

## **10. Warranty:**

### **● Warranty Period:**

Advantech branded off-the-shelf products and 3rd party off-the-shelf products used to assemble Advantech Configure to Order products are entitled to a 2 years complete and prompt global warranty service. Product defect in design, materials, and workmanship, are covered from the date of shipment.

All customized products will by default carry a 15 months regional warranty service. The actual product warranty terms and conditions may vary based on sales contract.

All 3rd party products purchased separately will be covered by the original manufacturer's warranty and time period, and shall not exceed one year of coverage through Advantech.

### **● Repairs under Warranty:**

It is possible to obtain a replacement (Cross-Shipment) during the first 30 days of the purchase, thru your original ADVANTECH supplier to arrange DOA replacement if the products were purchased directly from ADVANTECH and the product is DOA (Dead-on-Arrival). The DOA Cross-Shipment excludes any shipping damage, customized and/or build-to-order products.

For those products which are not DOA, the return fee to an authorized ADVANTECH repair facility will be at the customers' expense. The shipping fee for reconstructive products from ADVANTECH back to customers' sites will be at ADVANTECH's expense.

### **● Exclusions from Warranty**

The product is excluded from warranty if

- The product has been found to be defective after expiry of the warranty period.
- Warranty has been voided by removal or alternation of product or part identification labels.
- The product has been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or failure caused which ADVANTECH is not responsible whether by accident or other cause. Such conditions will be determined by ADVANTECH at its sole unfettered discretion.
- The product is damaged beyond repair due to a natural disaster such as a lighting strike, flood, earthquake, etc.
- Product updates/upgrades and tests upon the request of customers who are without warranty.