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RMA POLICY

LIMITED WARRANTY:

Enhance Electronics warrants to Buyer that product will be free from defects in material and /or workmanship for one year.

The period of a warranty begins from the original invoice date. This warranty shall not extend to any damage, defect or malfunction caused by any nature disaster, improper maintenance, other computer peripherals, abuse, misuse or unauthorized modification by the Buyer.

The design specification is subject to change without notice. Please check your reseller or Enhance Electronics for updated specification. Any custom modification order product would not be covered on this standard product warranty program. Please contact sales representative for custom order purchase agreement.

DOA POLICY:

- a) Enhance Electronics, Inc shall deem any product that proves defective within seven (7) days of the invoice date DOA, subject to verification.
- b) Enhance Electronics, Inc. reserves the right to decide whether to replace or issue credit to Buyer on DOA products. By Enhance's options, the DOA products will either be replaced or credited at Buyer's purchase price, provide that the product is received by Enhance's RMA department within seven (7) days of issuance of a RMA number.
- c) Enhance Electronics, Inc. is not responsible for any damage due to the shipping and misuse. The Buyer should claim the lost from shipping company.

RETURN MERCHANDISE AUTHORIZATION POLICY:

- a) Product that proves defective during the warranty period will be repaired or replaced by Enhance Electronics, Inc. provided that:
 1. Enhance's RMA test procedures verify that the product is defective, and
 2. Enhance's RMA Department within fifteen (15) days of issuance of the RMA number receives the product.
- b) If Enhance is unable to repair or replace defective product within thirty (30) days of receipt, Enhance will credit Buyer at the market price. For DOA product, the applicable period is fifteen (15) days from invoice day.
- c) Buyer will pay all freight charges for returning DOA or defective product to Enhance Electronics, Inc. Enhance will pay for return freight via UPS Ground service.
- d) There will be a \$15.00 service charge (on each unit) plus freight and issuance charges for all DOA or RMA goods return to Enhance that was claimed as defective, but have been tested and verified as being in good working condition.
- e) Authorized returns of products for refund are subject to a 15% restocking charges and are limited to 15 days from invoice date.

RETURN PROCEDURE:

- a) Buyer will call Enhance and request for a RMA Request Form. When received, the form will be filled in and faxed along with the original copy of the invoice to Enhance's RMA Department. The form must include the original invoice number and serial number in order to process.
- b) Enhance will issue a RMA number within two (2) business days of receipt of the request form.
- c) All products must be returned in their original packing if possible. Enhance reserves the right to reject any return product without proper packaging.
- d) The RMA number should be prominently displayed on each box returned. Each box should be marked 1/x, 2/x, through to x/x, where x is the total number of boxes in the shipment. Enhance reserves the right to reject any shipment that is incorrectly labeled.
- e) Products from more than one RMA request should not be put in the same package.
- f) Enhance return repaired or replacement product by UPS ground, unless otherwise requested on the RMA request form. If Buyer requests other than UPS ground service, Enhance will bill the Buyer for the additional freight charges.
- g) Products should be returned to the Company freight pre-paid in the original packing box and material. Returned products must be complete, including all cables and accessories.