

Guidelines Warranty

MMITEK (hereinafter referred to as 'the company') guarantees to the purchaser that this product carries a warranty of LCD (1) year (Panel/AC Adapter) (3) years Labor from the date of purchase. The company will charge for any repair and new parts after the (1) year warranty.

This warranty is confined to the first purchaser of the product only.

Repair only will be carried out through the Company's Service Centers (Refer the list)

MMITEK does not Issue any Authorized Service to U.S.A. service all expenses if customers want taken to any company's and service repair center customers LCD Monitors will not cover by MMITEK warranty , customers will take full responsibility.

Any repairs parts of the unit, the warranty only 30 business days.

The warranty does not cover demonstration! Installation of the product purchased.

The warranty does not cover accessories external to the system.

The company's obligation under this warranty shall be limited to repairing or providing replacement of parts, which are found to be defective.

3. DOA and RMA Policy:

- 1) Any new, unused, unsold (by Customer to 3rd party), undamaged Product that proves defective within one (1) month of the invoice date shall be deemed dead-on-arrival ("DOA"), subject to verification by MMITEK
 - a) DOA product MUST be claimed with MMITEK's RMA department within 30 days of the invoice date
 - b) Product claimed as DOA after 30 days from the invoice date will automatically become RMA, not DOA
 - c) DOA product must be returned to MMITEK within seven (7) days that the RMA number was issued
 - d) MMITEK reserves the right to decide whether to repair, exchange or issue credit to Customer on DOA product

- 2) MMITEK will not be responsible for any damages that might occur during shipping or misuse for DOA or RMA products (included LCD monitor panel)
 - a) The Customer is responsible for noting any shipping damages on the receiving documentation from the respective shipping company before signing for the shipment. Typically, the only time that the Customer may claim damages in shipping is when the shipping company's driver asks the Customer to sign for the shipment. The shipping company will not accept liability for shipping damages reported after the driver has delivered the respective products and departed from the Customer's premises.
- 3) Undamaged product that proves to be defective within the warranty period and was not claimed as DOA within thirty (30) days of the invoice date will be considered RMA and will be repaired or replaced by MMITEK provided that:
 - a) MMITEK's RMA test procedures verify that the product is defective as a result of MMITEK's material and/or workmanship (scratches/dents/etc. will be considered damages, not defects, and will thus void the warranty), and
 - b) The product is received by MMITEK's RMA Department within fifteen (15) days from the date that the

RMA number was issued, and
 - c) Cases exhibit NO signs of being assembled into systems (common signs of assembly: CD-ROM has been installed, power supply has been removed, stickers have been applied, etc.), and
 - d) Power supply has NOT been opened or tampered with
- 4) If MMITEK is unable to repair or replace defective product within thirty (30) days of receipt, MMITEK will apply a credit to Customer's account for the purchase of new products from MMITEK
- 5) Customer will pay all freight charges when returning DOA or defective Products to MMITEK.
 - a) MMITEK will pay for return freight using the carrier and service of its choice.
 - b) If Customer requests for return product to be expedited, then Customer will pay for additional freight charges.
- 6) There will be a \$15.00 service charge per unit plus freight and issuance charges for all DOA or RMA goods that have been claimed as defective and returned to MMITEK, but have been tested by MMITEK and found to be in good working condition or void of MMITEK's Limited Warranty

7) Authorized returns of products for refund are subject to a 15% restocking fee and are only allowed within thirty (30) days of invoice date.

Return Procedure:

- 1) Customer is to complete an MMITEK RMA Form (available at MMITEK.com or via fax) and fax it to MMITEK's RMA Department with an original copy of the corresponding invoice attached. Note: The form must include the original invoice number and serial number of the Product in question in order to be processed.
- 2) Upon receipt of all necessary information, MMITEK will issue an RMA number within two (2) business days.
- 3) All products must be returned in their original packaging, including anti-static bags. MMITEK reserves the right to reject any products not returned in their original packaging.
- 4) The RMA number should be clearly displayed on each box that is returned. Each box should be marked: (Box #)/ (Total # of boxes in shipment). MMITEK reserves the right to reject any shipment that is not correctly labeled.
- 5) Do not ship different RMA numbers in the same shipment. One shipment must pertain to one RMA number only.
- 6) If MMITEK rejects a Customer's returned Product for any reason, then said Customer is to pay return freight to Customer from MMITEK for said Products.

For more details and policy please call service center of MMITEK.