

RETURN MERCHANDISE AUTHORIZATION (RMA) PROCEDURES:

1. **RETURNS:** RMA number must first be obtained from the Company. To obtain an RMA number, Purchaser is required to provide the invoice number, shipping date, model number, serial number, and the reasons of return. Products returned must be received by the Company within thirty (30) days after issuance of the RMA number. For defective products returned, purchaser is required to test and identifies the nature of defect. Should the Company find the products to be non-defective, such products will be returned to purchaser freight collect.

2. **SHIPPING:** Products should be returned to the Company freight pre-paid in the original boxes and packing materials. Returned products must be complete, including all manuals, cables, accessories, and etc. RMA number must be marked clearly outside the carton, and also on the mailing labels. Proof of purchase and a note of reasons for return must be enclosed. No freight collect or C.O.D. on return RMA shipment will be accepted by the Company. In the event that RMA shipment not meeting all the above conditions, the Company reserves the right to refuse the shipment, and the imposition of handling charges.

3. **SERVICES:** The Company will return the repaired or replaced products to the purchaser at the Company's cost, provided that the products were originally purchased from the Company, and still covered by the warranty policy, and such products are confirmed to be defective.

4. **DEFECTIVE ON ARRIVAL (D.O.A.):** Products that are reported as D.O.A. by the purchaser may be returned to the Company for credit or refund, within seven (7) days from the invoice day under which the products were shipped.

THIS STANDARD TERMS AND CONDITIONS OF SALES ARE SUBJECTED TO CHANGE WITHOUT PRIOR NOTICE.