

## SERVICE AND REPAIR POLICY

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### GENERAL

For all items requiring service, regardless of warranty status, AINFO's QA department should be contacted for a Return Material Authorization (RMA) number. RMA number needs to be requested through E-mail ( E-mail address: [cathy@ainfoinc.com](mailto:cathy@ainfoinc.com) / [Emily@ainfoinc.com](mailto:Emily@ainfoinc.com) ), you will need to provide the default report, which includes model number, serial number and as much information as possible about the nature of your difficulty. In addition, if a technical point of contact is available at the user's facility, please provide this individual's name and phone number should any further communications be necessary. Once the form has been completed and sent to AINFO's QA department, you will be contacted within no more than two business days with an RMA number.

### RETURN OF UNITS

All products being returned to AINFO for repair must be shipped with the shipping charges prepaid.

Items returned to AINFO from outside of the China must include two (2) copies (one copy placed in shipping container, one copy affixed to the outside of shipping container) of a Proforma invoice which **ONLY** states " **Repair unit, no commercial value, and declare USD20 for Custom value**".

Omission of this statement could result in the charge of duties and taxes, which in turn would have to be billed back to the buyer. Pls. advise us the **tracking number after the parts is shipped**.

Whenever possible, the product should be shipped back to AINFO in the original packaging. Items subject to "in-warranty repair" will be returned to the buyer at no charge. The customer will be responsible for return shipping charges for items that are out of warranty or that have been mishandled in addition to the evaluation and repair charges as outlined below. For units returned and subsequently found to have no defects, an evaluation fee will be charged for any testing and processing regardless of warranty status.

### REPAIR COSTS

Warranty repairs will be made at no cost to the customer. Units out of warranty or those, which have been mishandled, will require written approval from the buyer authorizing the repair charges prior to the repair being completed. Evaluation charges for an out of warranty or mishandled unit is \$100 for components.

AINFO will provide a cost estimate for any applicable repair charges. For those items which are determined to be beyond economical repair or where the buyer may decide against repairing the unit based on the cost estimate, the above specified evaluation fee will be charged. This evaluation fee may be applied toward the procurement of a replacement part.

### RETURN LEAD TIME

Typical repair turn around time is 30 days after receipt of the unit at AINFO. If delivery is critical, please contact Alice at [Alice@ainfoinc.com](mailto:Alice@ainfoinc.com) for special request.