



APLEX
Technology

維田科技股份有限公司
Aplex Technology Inc.

RMA PROCEDURE

APLEX RMA / DOA process is as follow:

1. Please fill out the attached RMA form , include your company contact window, to apply the machine model, serial number, problem (defect situation).
2. After fill out RMA form, please reply it to apply the RMA number for return repair.
3. When receive RMA number, you can return machine to us.

P.S. Please mark RMA number in the outside carton.

- a. DOA be identify for the shipment out from Aplex within one month, without human-caused damage. The return cost will be paid by Aplex.
(If Aplex clarify it have human-caused damage, the customer should pay the maintenance fees and transportation costs.)
- b. If RMA(not DOA) is still in warranty, no need to pay maintenance fees and need to pay the transfer cost by one way.
(If it is human-caused damage, the customer should pay the maintenance fees and transportation costs.)
- c. If RMA is out of warranty, all the transfer cost and maintenance costs entirely paid by the customer. (If the repair is not required, it's no need to pay testing fees.
- d. The repaired items/parts will extend 3 months warranty service.
(Only the parts with paid fee will extend 3 months warranty service.)
- e. If not our RMA standard operating procedures, please contact us.

Please follow the process to apply for RMA / DOA to ensure your rights, and complete the RMA form, the serial number is required.



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RMA Form

Please fill in this chart for quick service. The more detail you can give, the better and faster we can serve you. Thanks for your cooperation in advance.

Company :			
Contact Person		Sending Date.	
Phone :		Fax :	
E-Mail address :			

DOA(Dead on Arrival) RMA(Returning Merchandise Authorization) OOW(Out of Warranty)
Number _____ (Aplex offered)

Product

Product Model _____

Serial # _____

P/I or P/O # _____

Operating Environment

OS: _____

Problems

Failure conditions :

Messages Appeared :

How long have you been operating this product?

More detail you provide, Quick service we can offer!!