



Tel: +886-2-8522-8393

Email: RMArequest@biosap.com.tw

RMA Policy

Hereunder, RMA service is provided to customers who purchased parts/products directly from BIOS AP Inc. For those customers who purchased from our distributors/resellers should contact their dealers for after service.

When returning product to BIOS AP for any reason, you must first to contact BIOS AP and obtain an RMA (Return Merchandise Authorization) number from our sales/service representative.

You can either call our sales representative at +886-2-8522-8393 or send an email to RMArequest@biosap.com.tw

The following information should be prepared before contacting us to acquire the RMA number:

Company name

Contact name

Phone number

Product model number

Serial Number (System)

Serial Number (part) if applicable

A brief description of the problem that is occurring with the part or product to be returned.

All requests are processed within **three (3)** business days

Standard RMA Process and Caution of Shipment

For customers who return defective parts to BIOS AP,

An RMA number must first be issued by our sales/service representative.

The defective part **MUST** be properly packaged to prevent loss or damage in transit.

The RMA number must be prominently displayed on the **OUTSIDE** of your package. If you send your product to BIOS AP without the RMA number prominently displayed on the outside of the package, it might be rejected and returned to sender unopened by collected shipment.

Please use a shipping company that can demonstrate proof of delivery. BIOS AP does not accept responsibility for any lost shipments unless proof of delivery to BIOS AP is provided.

RMA Policy in Warranty

Upon receipt of the defective product, BIOS AP will, at its discretion, either repair or replace the product. Subject to availability, the replacement part will be shipped within **five (5)** business days following receipt of the defective part.

In the event the part returned to BIOS AP has been Discontinued (i.e the part is no longer being manufactured but is still under warranty), BIOS AP will, at its sole discretion, either repair or replace with alternative pre-certified part for the product.

RMA Policy Out of Warranty

For returned parts/products out of warranty, a basic examination charge might be applied. Only if customer agreed to pay the charge, BIOS AP would not issue a return RMA number. After receiving the defected parts/products, BIOS AP will examine the part/product and provide customer a quotation for its repair. BIOS AP won't initiate the repairing process till the quotation was confirmed by customer.

Service Charge

The basic examination charge might be applied for returned parts/products as

1. If the returned parts/products are out of warranty period
2. If the returned parts/products are examined and confirmed as No Defect Found.(NDF).

Out of warranty repairing charge is evaluated by case, and will be quoted to customer in advance. Only upon confirmation of such charge our repairing process will be initiated.

Cross Shipment

In the event that defective product was received from BIOS AP within **ten (10)** days counting from shipment receipt of the order or a replaced part; a Cross Shipment option is available.

Requesting this option implies that the customer has the defective part and will ship them back to BIOS AP within **five (5)** business days upon receipt of RMA number.

Subject to availability, BIOS AP will ship product on the same day that the defective part sent by customer.

Shipping cost of repaired parts/products

For parts/products in warranty, BIOS AP will ship it back by regular EMS at our cost. Upon request, customer can provide its own forwarder/courier account at their own cost for express shipment. For parts/products out of warranty or judged as NDF, customer could either provide their courier account or ask us to include the shipping cost in service charge for return shipment.

If you have any questions, please contact us by phone or E-mail at RMArequest@biosap.com.tw