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Warranty Policy

Warranty Coverage

Our warranty coverage is restricted and only applied to parts and products we sold to customers. Any form of customer's data or software resided in our storage systems is exempt from our warranty coverage. Also we hold no responsibility of any interoperability or compatibility or malfunction issue which may be caused by using our storage in customer's environment.

Warranty Period

A twenty five (25) months standard warranty period is applied to our products count from trackable shipping date to our customers unless specified respectively (such as purchase of extended warranty). Customer should provide trackable serial number of parts/products to BIOS AP in order to clarify warranty period. For those goods which cannot be provided an appropriate tracking S/N, will be judged as Out of warranty.

In Warranty

Parts/Products purchased directly from us within above warranty period and warranty coverage are considered as "In Warranty" with exclusions specified as below:

- The part/product is subject to misuse, abuse, unauthorized repair, modification or disassembles. Such conditions will be determined by BIOS AP at its sole discretion.
- The returned part/product is obviously damaged on arrival to BIOS AP due to lack of proper packaging. BIOS AP will provide a photo as evidence to show the damage to its sender.
- The part/product was damaged as a result of natural accident or personal disaster.

Out of Warranty

Any part/product falls out of "In Warranty" terms is considered as "Out of Warranty".