

WARRANTY Repair Policy

Product Returned for Warranty Repair

Beijer Electronics Group of Companies warrants your hardware product against any defect in material and workmanship, under normal use and used according to our product documentation, for a minimum of 12 month warranty period. The warranty becomes effective from the ship date from one of Beijer Electronics Group of Companies.

Customer's Responsibility To Validate Warranty Time - The Customer is responsible for supplying purchasing information (original purchase order number & date issued to Beijer Electronics) to validate the Warranty time period when delivered from Beijer Electronics.

This Limited Warranty does not cover normal preventive maintenance items such as fuse replacement, cleaning of the Product or problems caused by lack of preventative maintenance, improper cleaning, improper programming or improper operating procedures.

If the product is found to be defective within the warranty period, Beijer Electronics Group of Companies, at its sole option, repair or replace the defective product.

ROOT CAUSE ANALYZE – By a customer requested root cause analyzes are charged with normal hourly rates.

Beijer Electronics Group of Companies will not, under any circumstances, be liable for direct, special or consequential damages such as, but not limited to, damage or loss of property or equipment, loss of profits or revenues, cost of replacement goods, or expense or inconvenience caused by service interruptions.

Products Found Non-Warranty on Warranty Claims

In the case of Products returned on a Warranty claim where the failure is determined by Beijer Electronics Group of Companies to be Non-Warranty, the Product will be repaired and charged according to Non-Warranty Repair policy.

Software Products are covered specifically for defective only, for a 14 day period. The software license you acquired cannot under any circumstance be transferred back to Beijer Electronics Group of Companies. Beijer Electronics Group of Companies does not warrant or represent that third-party software or hardware will function error-free when used in conjunction with its products. Third-party software approved by Beijer Electronics Group of Companies will be covered by Beijer Electronics warranty policy.

NON-WARRANTY Repair Policy

Repair Charges

All Non-Warranty items are subject to one of the below repair charges and are invoiced upon return shipping.

REPAIR CHARGE - This price includes repair parts and labor to repair the CRO approved item. The Repair charge can be found in the price list and are subject to change without notice.

INSPECTION CHARGE - In the event that a No Problem Found condition is determined by Beijer Electronics Group of Companies and the product is not in need of a repair a minimum inspection charge of one and a half labor hours will be invoiced. If the customer does not accept a cost estimate, a minimum inspection charge of 1 labor hours will be invoiced.

RUSH CHARGE (Operator Panel Products Only) - Customer requiring RUSH repair lead time which indicates a quicker repair time than what is communicated will receive a rush fee in addition to the Repair Charge. RUSH will initiate repair immediately and shall be finalized within 5 work days, dependant on part availability.

ITEMS DEEMED NOT REPAIRABLE - In the event the product was found to have one or more of the following conditions: extensive physical and/or electrical damage, missing vital/critical parts, unauthorized modification, repairing cannot restore the product to its original operating specifications; the product will be deemed unrepairable and will be scrapped in accordance with our environmental policies and requirements and be charged an inspection fee, see Inspection Charge.

ROOT CAUSE ANALYZE – By a customer requested root cause analyzes are charged with normal hourly rates.

If after 60 days there is no approval or decline from the customer on a non-warranty repair estimate, the product will be returned unrepared or scrapped with all appropriate fees and charges applied. This includes a minimum diagnostic fee plus freight charges. Beijer reserves the right to not start new returns (CRO's) if a customer has an estimate pending approval beyond 45 days.

This warranty is void if:

- Failure of or damage to Products due to misuse (including use in other than normal customary manner), neglect, accident, improper installation, or repair, alteration or modification not performed by Beijer Electronics or certified service partner personnel, excessive physical or electrical stress, or operation under abnormal or improper environmental conditions or the like.
- Damage resulting from an act of God such as, but not limited to, lightning, flooding, tornado, earthquakes, and hurricanes
- The serial number of the product is defaced, modified or missing
- The product is not within the warranty period
- Product seal is broken (if product has a seal label when shipped to the customer)

Repair Warranty

All Non-Warranty repairs by Beijer Electronics Group of Companies Repair Department shall have a six months (6 months) warranty on all parts replaced and labor performed commencing from the date of return shipping. Repair Warranty does not cover failures or damage to repaired product due to misuse, modifications, neglect, accident, improper installation, excessive physical & electrical stress or operation under abnormal or improper environmental conditions. For more information see our product documentation.

The decision of Beijer Electronics Group of Companies shall be final and binding with regards to the condition of product return and eligibility of repair or replacement.

Since the machine or system on which the Product is to operate is provided by third parties, Beijer Electronics is not responsible for the operation, availability or loss of use of the machine or system. In addition, this Limited Warranty does not cover normal preventive maintenance items, cleaning of the Products or problems caused by lack of preventative maintenance, improper cleaning, improper programming or improper operating procedures.

Returns Policy

At Beijer Electronics Group of Companies we want our customers and partners to be delighted with every purchase they make. Occasionally though, we know you may want to return items, so below is our returns policy.

Defective items

You can always return items if they are defective. Please see "To return an item" below for details of how to return defective items to us.

Delivery charges

If you are returning an item because of an error on our part and it is a warranty claim, we will return the product to you free of charge. If it is out of warranty you will be responsible for those charges.

Repair Return Shipping

All return shipments unspecified by the Customer will be sent via standard ground or/and air transportation. Special handling at customer's request are charged accordingly.

To return an item

All Beijer Electronics Group of Companies product Repair & Returns due to defect require a pre-approved CRO/RMA number. The CRO/RMA number is only valid for 30 days from the issue date. Our customer support shall be contacted for all claims prior to shipping.

If the customer returns a unit which has not been pre-registered by our customer support a half hour administration fee will be added to the final invoice (also applicable for a warranty repair).

Please provide a full description of the fault and return the defective item in its original box, with all accessories. Tag the product with the RMA/CRO number and wrap the package securely. Send the package to the address stated in the email that you will receive after we have registered your claim.

Beijer Electronics take no responsibility for goods damaged during transportation. Damaged goods due to transportation are not covered by the warranty.

For your protection we recommend that you use a recorded-delivery service. If a product is returned with the cheapest delivery (Letter) a one hour administration fee will be added to the final invoice (also applicable for a warranty repair).

Please note: If you have given us your email address when you reported your claim we will send you information to let you know the status during the return/repair process.

Return Restock Policy (RMA)

STOCK PRODUCTS (X2, iX TxA/B/C, EXTER, H-series, Korenix, standard QTERM-A7/-A12/-G72, etc.) that have not been used may be returned within 90 days of Beijer's shipment date for a 20% restocking charge. All returns require a Beijer-assigned Return Material Authorization (RMA) number.

Custom Products are non-returnable. In some instances Beijer Electronics may offer salvage value for unused custom products; call for more information.

Beijer Electronics reserves the right to not accept any returns of any product after 90 days of our invoice date, or to accept them with a higher restocking charge or for salvage value only.

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General Repair Instruction (CRO)

When returning terminals for repair, the following guidelines apply:

- Products returned to Beijer Electronics for repair are shipped prepaid by customer
- All product returned for repair must be properly and safely packaged
- All returns must be pre-registered
- All packages must be labelled with the assigned CRO/RMA number clearly visible on the outside of the package to avoid the return of the package at the customers expense
- All returns should use recorded-delivery service
- All products returned for repair must be free of any hazardous contaminants
- All products returned for repair are to be reasonably clean with minimal contaminants such as oils, grease, dirt, grime, etc. Cleaning charges will be applied if needed
- After repair, all products will be returned to original factory settings; all custom applications are removed unless requested not to at the time the CRO is requested

保固期之維修政策

產品保固期

北爾電子集團各分公司(以下簡稱北爾電子)保證售予貴公司的硬體產品，不會出現任何材料及制程缺陷所導致的問題，在依據產品說明書或相關檔的正常使用下，您將享有至少12個月的產品保固期。產品保固將自北爾電子之出貨日期開始生效。

保固期驗證

1. 貴公司需提供購買訊息（原始訂單編號及日期），供北爾電子驗證正確的保固期限。
2. 本保固不包括正常的預防性維護，如更換保險絲；或因缺乏預防性維護、清潔不當而導致的問題；或程式編寫不當、不當的操作程式等。
3. 在保固期內發現產品有問題，北爾電子將依據實際情況，有權選擇維修或更換故障的產品。

產品故障之異常原因分析

若貴公司要求產品故障之異常原因分析，將被收取合理的工時費用。

因產品送至北爾電子維修，在任何情況下，北爾電子將不負責因產品維修期間，對貴公司造成的以下各項直接、特殊或嚴重的損失及傷害：

- 財產或設備的損壞或損失
- 利潤或收入損失
- 更換商品的成本
- 額外服務或中斷服務產生的費用
- 其他不屬上述定義的項目

保固期內之費用索取

若產品仍在保固期內，但故障經北爾電子判定屬於非保固範圍，北爾電子將依據非保固維修政策，予以維修及對應之費用索取。

軟體產品僅適用於有缺陷的儲存介面

(如CD)，為期14天。貴公司取得的軟體使用許可，在任何情況下，將無法移轉給北爾電子。北爾電子無法代表協力廠商，保證與其產品一起使用時，軟體或硬體將能無任何失誤的運作。由北爾電子核可的協力廠商軟體，將由北爾電子承擔保固責任。

過保產品之維修政策

所有過保項目均需支付以下所述之任一維修費用，北爾電子將於返回機器同時開立發票。

維修費用

此價格包括維修和工時。該筆維修費用可在價目清冊中內查詢，如有更改，恕不另行通知。

檢驗費用

如果北爾電子無法重現問題且產品確定不需要維修，則北爾電子將收取1.5小時的工時費用作為檢驗費用。如果貴公司不接受此報價，北爾電子最低仍需開立1小時的工時費用做為檢驗費用。

急件（僅限操作面板產品）

當貴公司要求做急件處理時，貴公司將被收取除了維修費之外的額外急件處理費用。急件依照材料的可取得性，需在5個工作天內完成。

無法維修

如果發現產品符合一個或多個以下條件：嚴重的硬體 / 電氣不良、重要零件缺失、未授權的處理或修改、維修無法回復至正常操作規格，則產品將被視作無法修復，並依照北爾電子的環境政策做報廢後，向貴公司收取檢驗費用（詳情請見上述檢驗費用項）。

根因分析

依貴公司需求做根因分析，將收取合理工時費用。

針對過保產品的維修，若60天後未得到貴公司的維修許可，則產品將在未維修的狀態下返回或者報廢，同時北爾電子將向貴公司收取相關的費用，此相關費用包含檢驗費用與運費。若取得貴公司的維修許可時間超過45天，則北爾電子有權不接受貴公司之退貨。

若符合下述條件，則此保固將被視作無效：

- 非正常使用、疏忽、意外、不正確的安裝、維修、改動、未經北爾電子或其認證維修代理商授權同意之操作、重大硬體或電氣不良或不適當的操作環境。
- 自然環境造成之損害，包含但不限於閃電、洪水、龍捲風、地震和颶風。
- 產品的序號被汙損，修改或丟失。
- 產品不在保固期範圍內。
- 產品密封標籤被破壞（適用於產品在運送給客戶時有密封標籤者）。

維修保固

針對所有過保維修產品，北爾電子將對其維修更換的零件提供6個月的保固，此保固期間將由維修出貨的日期開始起算。維修保固不包含非正常使用、疏忽、意外、不正確的安裝、重大硬體或電氣不良或不適當的操作環境。若需要更多的資訊請參考北爾電子相關產品文件。

所有北爾電子的最終決定均需建立在返修產品的狀況，與經維修或替換後產品的情況。

北爾電子不擔保產品於其他協力廠商機器或系統上之使用性或操作。此外，保固並不包含預防性的維護與保養、清潔或因缺乏預防性的維護與保養而導致的問題、不適當的清潔、不適當的程式設計與不適當的操作。

退貨政策

北爾電子希望每一個客戶都能對其交易感到滿意。在某些狀況下貴公司可能需要退回產品，下述便是北爾電子的退貨政策。

有缺陷的產品

若購買的產品有缺陷，請將產品退回北爾電子。細節請參閱下述“退回產品”。

運費

若北爾電子的產品有缺陷且該產品仍在保固範圍之內，北爾電子將免費將此產品退回貴公司。若此產品已過保固期，則運費將由貴公司承擔。

維修品出貨

所有維修品的出貨，若貴公司並未指定出貨方式，則將依北爾電子標準出貨方式出貨。若貴公司有特殊需求，則其所產生之相關費用須由貴公司承擔。

退回產品

所有北爾電子的產品於退回前，必須先取得一個經批准的CRO或RMA號碼，此號碼將于發行之30天內有效。貴公司需在寄出產品前先與北爾電子的產品支援單位聯繫，若貴公司未先與產品支援單位聯繫而直接將產品退回，則北爾電子將向貴公司收取0.5小時的處理費用，且此處理費用同樣適用於保固內的產品。

退回產品時，請提供詳細的退貨原因並將機台與其配件裝回產品外箱。請小心的將產品包裝好並於箱子外側貼上CRO或RMA號碼。包裝完成後，請將機台退回至北爾電子提供的位址。

若產品於寄送途中損壞，北爾電子將不負任何責任，且因運輸而導致的損壞將不包含於保固之內。

北爾電子強烈建議貴公司使用可追蹤的貨運服務，若產品是用最便宜的運輸方式運送(如信件)，則北爾電子於收到產品之後將會收取1小時的處理費用並向貴公司請款，此處理費用同樣適用於保固內的產品。

請注意：若貴公司于回饋時提供電子郵件，則北爾電子將能在處理過程中，提供貴公司返回/修復過程中的狀態與其相關資訊。

新品退回政策 (RMA)

貴公司未使用過的庫存新品（包含X2、iX TxA/B/C、EXTER、H系列、Korenix、標準QTERM-A7/A12/G72等）可以在出貨後的90天內做退貨，但此退回將伴隨一筆產品原價20%的入庫費用。此種類的退回需要有北爾電子核准的RMA號碼做為依據。

客制產品無法退回。在某些特定的狀況下，北爾電子可退予貴公司此未使用過的客制新品的部分殘值。如果需要更詳細的資訊請直接聯絡北爾電子。

若超過90天，則北爾電子有權不接受此退貨，或是向貴公司收取更高的入庫費用，或是提供較低的殘值補償。

將產品退回維修時，請遵照下述準則：

- 產品退回北爾電子的費用，將由貴公司承擔。
- 產品退回北爾電子時，須適當且完善的包裝。
- 產品退回北爾電子時，需事先取得一組核准授權的號碼。
- 產品退回北爾電子時，其外包裝須明確標示CRO/RMA號碼。
- 產品退回北爾電子時，須透過可追蹤的貨運系統。
- 產品退回北爾電子做維修時，不可包含任何危險或有害物質。
- 產品退回北爾電子做維修時，應先進行合理的清潔，若有需要額外的清理則可能產生相關費用。
- 產品退回北爾電子做維修後，所有的設定值將會設置為出廠時的預設值，若CRO內未明確註記，則所有貴公司的應用程式將不予保留。