

RMA POLICY

1. Purpose

To define the policy and procedure for handling the non-conformable products returned from customer, thence, to improve the quality and reliability of our products.

2. Scope

2.1 All the individual product being defective, or non-conformable to specifications after customer uses it and agreed by Sales to accept the returning. Rejection by shipping lot or part of shipping lot that had not been used by customer is not included.

2.2 DOA (Dead on Arrival) being detected at customer or user site upon starting using it within period agreed by both customer and Sales.

3. Definition

3.1 RMA: "Return Material Adjustment".

3.2 DOA: "Dead on Arrival".

3.3 OOW: "Out of Warranty".

4. Responsibility

4.1 Unless otherwise agreed, Sales Representative is the window for accepting RMA.

4.2 Customer Service Department (RMA Department) is responsible for repairing the Returned products manufactured in house or by DFI Branches.

- 4.3 RMA of OEM, ODM or Purchased products will be returned to subcontractor through Purchasing Division.
- 4.4 If there's major bug, reworking to the latest revision will be transacted by Customer Service Department unless customer request for revision control.
- 4.5 Sales should provide approved or contracted Sales terms if there's optional agreement other than the normal policy.

5. Service Location

- 5.1 RMA should be returned to the location where the products were sold unless otherwise agreed. Customer is requested to ask for RMA number from the location where our sales Representative sells the products.
- 5.2 Customer is requested to get agreement in prior and ask for RMA number from head quarter through Sales Representative if RMA service in different location is required.

5.3 Location of Service Stations is as show in [Appendix 1](#).

5.4 RMA Service Working Days

The following working days are for reference only. It will depend on the actual condition of the RMA products that DFI receive from the customer.(Not including the shipping time and public holidays)

5.4.1 For mother board or card products:

RMA quantity 1~50 pieces, need 10 working days.

RMA quantity 51~100 pieces, need 15 working days.

RMA quantity 101~150 pieces, need 20 working days.

5.4.2 For system products:

RMA quantity 1~10 pieces, need 10 working days.

RMA quantity 11~30 pieces, need 15 working days.

RMA quantity 31~50 pieces, need 20 working days.

6. Warranty

6.1 DFI's serial number definition is as show in [Appendix 2](#)

6.2 Unless otherwise contracted or approved, the warranty is two years (or 24 months) with tolerance. If there's regulation from local government, then, follow the government's rule.

6.3 In consideration of shipping and marketing extend, the tolerance of warranty is 3 months maximum depends on the distance between customer and DFI and how long the delivery time is.

6.4 Whether it's out of warranty will be made the verdict upon receiving RMA request form. The RMA should be received no late than one month after releasing RMA number.

6.5 DFI will prepare unique spared parts for two years when the model is phased out. For the warranty beyond two years and there's shortage of unique components, DFI will recommend product at the same grade for swap.

6.6 If customer requires the RMA service on OOW (Out of Warranty) products, labor and part cost will be charged to customer.

RMA standard charge is as show in [Appendix 3](#)

6.7 Warranty Voided – Under following conditions, there will be no warranty service:

- Shipping or transit accidents, abuse, misuse or improper installation.
- Operation with improper power supplies or faulty associated equipment.
- Unauthorized modification. Alteration or improper servicing.
- Acts of God.
- Tampering.
- Foreign violence being applied to the product at customer site.
- Abnormal wears and tears againsts the product specifications.
- Products, on which the serial number has been altered, defaced or removed.

7. DOA product description and definition

7.1 The delivery of products are different from customers perception or specifications are different from the actual use, this problem will not belong to DOA product.

7.2 Except for special contracts or local laws and regulations are relevant beyond, DOA product will be greed for a period of four weeks after shipment + buffer period.

7.3 DOA buffer period given to the delivery system according to the customer's location and the sales of up to eight weeks buffer is limited, as is the shipping to the customer's location, the buffer for a period of four weeks.

7.4 If the customer applied for DOA product, after returned and checked that there was non-human factors corruption problem (in the range of product warranty) , DFI will make a replacement.

8. Repairing Report

8.1 After completing the repairing, DFI Customer Service Department will attach the Maintenance and Analysis Report including the information of RMA number, series number, model name, failure cause and failure symptom is

as show in [Appendix 4](#)

8.2 If special format or electronics file is required, Customer is requested to advise RMA Department through Sales Representative in prior.

9. Delivery Expense

9.1 Unless otherwise approved or contracted, customer will pay the delivery expense from customer to the assigned repairing station of DFI. DFI will pay the deliver expense from assigned repairing station to customer.

9.2 For inland area, the RMA will be shipped at the most convenient way agreed by customer. For oversea status, DFI will deliver the RMA by air unless otherwise agreed. Speed delivery such as FedEx, DHL, UPS and so on, is not normal way of RMA shipment from DFI to customer.

9.3 Under normal condition, customers can give us their account number or just let us charge at their expense in case speed delivery is required.

9.4 DFI delivers RMA to customer. If there's other assigned place, DFI accepts the whole lot shipment or at most two split shipments to the designated location in the same continent that customer locates.

9.5 If the returned product exceeds the warranty period or is damaged due to man-made damage, the cost of return shipping must be borne by the customer.

10. Un-repairable RMA

10.1 Individual unit be still within warranty

DFI will swap on-hand buffer or new one for customer without informing in prior. We will put notes in repairing report. If the model had already been phased out and there's no inventory, DFI will check with customer for swap with the product at the same grade or just accept credit at the latest

purchasing price or negotiated price.

10.2 If the defective board is caused by user's mistake, DFI will try to provide service to fix the board. If it is not repairable, DFI will inform customer through Sales and either scrap it at DFI or just return the board as it was after checking with customer.

10.3 For OOW RMA, there will be no swap if the board cannot be repaired. DFI will inform customer through Sales and either scrap it at DFI or just return the board as it was after checking with customers.

11. Procedure

11.1 Customers should register e-mail account on DFI RMA

web(<https://dfiweb.dfi.com/>), and apply RMA request, after DFI RMA check, customers will get RMA number.

11.2 Before customers apply RMA number, customers need to check the warranty status, if customers agree to pay for charge, please send RMA request, and send back to DFI RMA service center.

11.3 Upon receiving returned products, RMA Department will check the model and quantity. If returned products and quantity are different, we will through Sales Representative or assigned window to check with customers.

11.4 All the repaired products should be processed through normal test procedure and visual inspection before sending back to customer. If there's special test program and equipment, Sales should get them from customer for RMA Department to follow.

11.5 The repaired products will be in bulk package unless otherwise defined.

11.6 The RMA flow chart is as show in [Appendix 5](#)

11.7 If the returned product encounters situations beyond the warranty period, man-made damage, etc. that are not covered by the original factory warranty, a relevant quotation will be made. RMA will give charge

Information to sales, and sales will pass the information to the customer.

11.8 If the quotation/the board can't be repaired message is not received from the customer for more than 1 month, DFI has the right to scrap the returned product.

12. Modification

12.1 DFI will repair the board to normally function state for all customers with no upgrading or modification.

12.2 If there exists major bug, DFI will modify the returned board to be free of the existing bug for ordinary customers. For OEM/ODM customers, DFI should inform customers in prior if there's any modification or upgrading against the returned boards.

13. Optional Service

13.1 RMA Buffer

To facilitate customer swapping the board with end user, 1% of purchased quantity of initial three months can be provided to customer. After being phased out for 6 months, customer should return half of the buffer to DFI. One year after phasing-out, all RMA buffer should be returned to DFI. If customer does not want to return the buffer, DFI can accept the payment with 50% of the price in reference to the latest normal order.

13.2 RMA Buffer at Free Charge

For special area with high import/ export duty, DFI can accept 1% or negotiated percentage of free buffer. But there will be no any other RMA service.

13.3 Spared Components

If customer performs Repairing in house, DFI will provide required components at reasonable rate. The un-repairable ones still can be sent back to DFI for second-hand repairing through normal procedure. If

customer had already seriously damage the board, DFI will try our best to fix the board. But there will be no swap if it is un-repairable and had been damage by improper operation upon repairing at customer site.

13.4 On-site Service

For OEM/ODM customer with large quantity, on-site service is to be negotiated in prior, if required. The monthly quantity should be at least 30K at one location. Customer is requested to arrange the dormitory and transportation for our people.

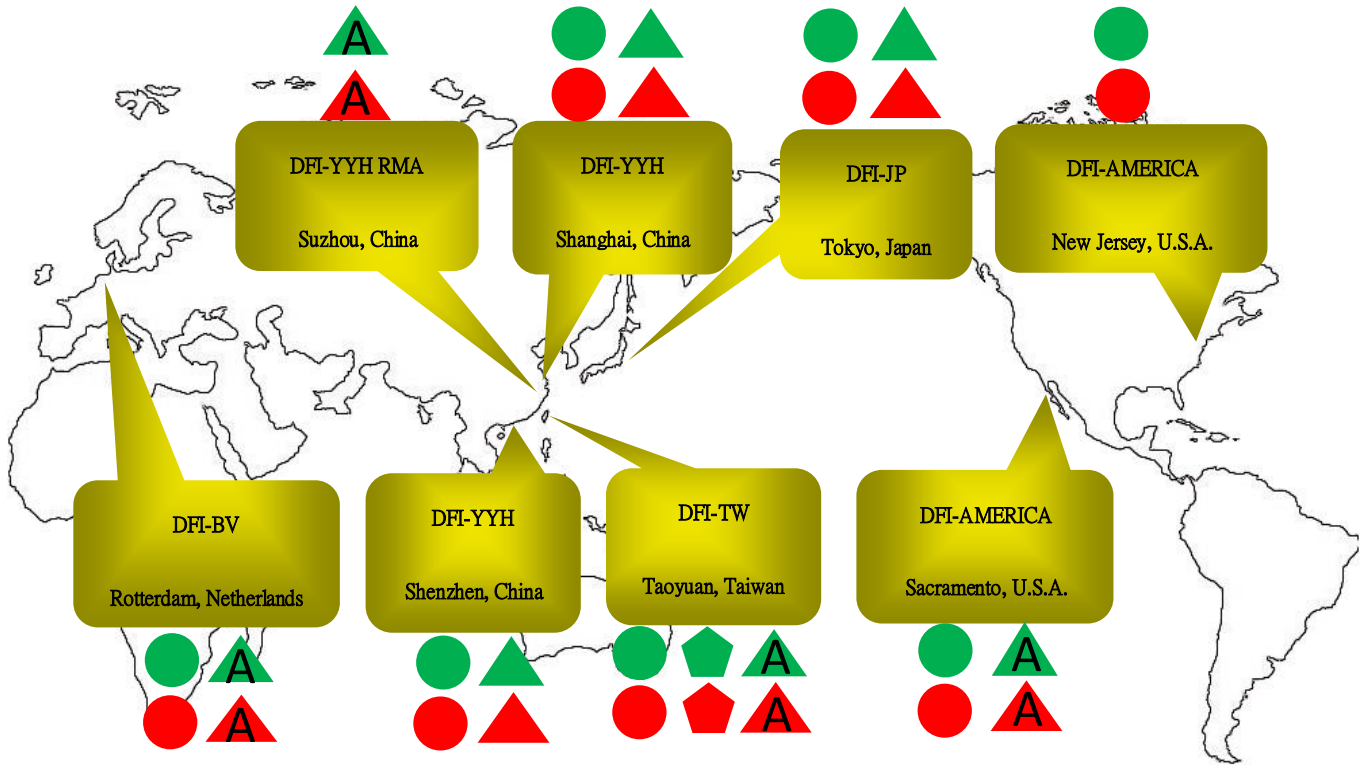
13.5 Analysis Report

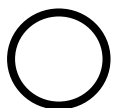



DFI provides repairing report for all RMA lots. If further statistics analysis or special format is required, Sales should alternatively inform RMA Department.

13.6 Refurbishment

Refurbishing RMA for selling as new products is illegal. If customer insists to refurbish the packaging with accessories to be as new products but not for reseller as new ones, DFI will provide the service at customer's expense. The week code will be the average week code of that RMA lot.

【Appendix 1】



-  Technical Support
Mother Board / System
-  Factory
Mother Board / System
-  RMA Center
Mother Board / System
-  Full function of RMA



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- **DFI-TW**

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RMA contact E-mail: vivian@dfi.com

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- **DFI-JP**

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- **DFI-AMERICA(RMA Center/CA)**

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RMA contact E-mail: surinder.kaur@dfi.com

DFI RMA website: <http://dfiweb.dfi.com/>

DFI website: <http://www.dfi.com/>

Organization: 3 staffs

- **DFI-AMERICA(Office/NJ)**

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Tel: +1 (732) 390-2815

Fax:+1 (732) 562-0693

DFI website: <http://www.dfi.com/>

Organization: 3 staffs

- **DFI-BV**

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DFI RMA website: <http://dfiweb.dfi.com/>

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Organization: 3 staffs

- **DFI-YYH / Yan Ying Hao Trading (Shenzhen) Co, Ltd (Main office)**

Address: Room 1819, 18F, Hongyu Building, Longguan Road, Shitouling, Yucui Community, Longhua Street, Longhua District, Shenzhen, Guangdong Province, China

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Organization: 3 staffs



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- **DFI-YYH / Shanghai office**

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DFI RMA website: <http://dfiweb.dfi.com/>

DFI website: <http://www.dfi.com/>

Organization: 2 staffs

【Appendix 2】



The serial number includes two letters and 7 figures, the meaning is as below:

1. The first letter is product location ,for example, “D” means made in Taiwan, ”C” or “Y” means made in China.
2. The second letter is shipping year, for example, “0” means 2010,“A” means 2011,“B” means 2012...”E” means 2015, etc...
3. The 3rd and 4th figures are shipping weekly, for example, “07” means 7th week.
4. The last five figures are serial code.

【Appendix 3】

Asia Pacific Area

| Area | Product item | Warranty period | Non-man-made Damage | Man-made Damage |
|-----------|------------------|-----------------|--|--|
| DFP / DFJ | MB& Card Product | Inside Warranty | Free | Labor cost at US\$ 40 and Material cost |
| | | Out of Warranty | Labor cost at US\$ 40 and Material cost | |
| | System Product | Inside Warranty | Free | Labor cost at US\$ 100 and Material cost |
| | | Out of Warranty | Labor cost at US\$ 100 and Material cost | |

Europe & America Area

| Area | Product item | Warranty period | Non-man-made Damage | Man-made Damage |
|-----------|------------------|-----------------|--|--|
| DFE / DFU | MB& Card Product | Inside Warranty | Free | Labor cost at US\$ 70 and Material cost |
| | | Out of Warranty | Labor cost at US\$ 70 and Material cost | |
| | System Product | Inside Warranty | Free | Labor cost at US\$ 150 and Material cost |
| | | Out of Warranty | Labor cost at US\$ 150 and Material cost | |

China Area


| Area | Product item | Warranty period | Non-man-made Damage | Man-made Damage |
|------|------------------|-----------------|--|--|
| DFC | MB& Card product | Inside Warranty | Free | Labor cost at RMB200 and Material cost |
| | | Out of Warranty | Labor cost at RMB200 and Material cost | |
| | System PRODUCT | Inside Warranty | Free | Labor cost at RMB300 and Material cost |
| | | Out of Warranty | Labor cost at RMB300 and Material cost | |



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【Appendix 4】

|  RMA REPAIR REPORT | | | | | | | | | | | | | |
|---|---------------|------------|------------|---------------|---|--------------------|---------------|--------------------|----------------|-----------------|--------------|-------------|--------|
| CUSTOMER: | | | | | | | | DATE: | | PAGE: | | | |
| RMA NO.: | | | | | | | | CHECK BY: | | | | | |
| Item | Customer Name | RMA Number | Model Name | Serial Number | Customer Defect | Defect Description | Part Location | Reason Description | Responsibility | Repair Employee | Receive Time | Finish Time | Remark |
| 1 | | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | | |
| 5 | | | | | | | | | | | | | |
| | | | | | TEL:886-2-2694-2986 FOX:886-2-2694-3221 2694-3226 | | | | | | | | |
| | | | | | http://www.dfi.com | | | | | | | | |
| DESIGNING THE QUALITY · MANUFACTURING THE QUALITY · SERVICE THE QUALITY | | | | | | | | | | | | | |

【Appendix 5】

