

Appendix B: FIC RMA PROCEDURE

FLOWCHART	DESCRIPTION	RESPONSIBLE PARTIES	@ REMARK
START	Once there is any product found defective which occurring from a normal and reasonable use of the products, a RMA request then to be submitted.	Customer	For returning Non Warranty Products, Out of Warranty Products or Defect due to customer's responsibility, there will be parts/service charge to customer. We suggest customer take the unnecessary delivery cost into account before returning the product for repair.
1. SUBMIT RMA REQUEST	<ol style="list-style-type: none"> Find out the problems and S/N, Bar Code or MFG. Code and check the warranty expired date as well as valid warranty items. Fill out the RMA Request Form and send it to FIC. For returning finished Product of Notebook PC, or Docking Station, Customer should describe the details of the Product in RMA request form. 	Customer send the request by fax or e-mail to FIC	<ol style="list-style-type: none"> Customer must specify the Serial No., MFG. Code or Bar Code and state the symptoms obviously on the RMA request form to see if the product is eligible for the warranty repair/replacement. For the return request of HDD, LCD, and FDD, the brand Bar Code (or manufacture's S/N when Bar Code does not exist) and the capacity model of HDD must be specified on the Request Form.
2. CONFIRM RMA	FIC will check with Customer whether the product is necessary to be returned & allowed to be returned or not.	FIC & Customer	RMA No. will not be issued for any unaccepted request due to an insufficient information or not being eligible for a repair/ replacement. Any Product returned without authorized RMA No. shall be refused and returned at Customer's cost and risk.
3. RELEASE RMA#	Once the RMA request is approved, FIC will issue an authorized RMA No. to customer for returning the products.	FIC	<ol style="list-style-type: none"> FIC will issue an RMA number after validating the returned request. No RMA number will be released for those requests not being authorized.
4. READY TO SHIP	<ol style="list-style-type: none"> Pack the returning Product separately by the RMA No. Pack the returning Product with proper packing & protection. Prepare the Shipping Documents and arrange the shipping schedule. 	Customer	<ol style="list-style-type: none"> RMA No. must be displayed on the cartons and invoice. Customer is responsible for paying the Insurance and Freight for returning the Goods back to FIC. <p>The returned product must be insured against damage and should be properly packed in its original shipping package or equivalent. FIC will charge the repair cost to Customer for any damage by improper packing, even the product is still in Warranty Period.</p>

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5. SEND BACK THE PRODUCT	<ol style="list-style-type: none"> 1. Ship RMA product under the agreement of RMA service. 2. Provide the Invoice or Packing List along with the shipment or before the shipment and fax the Bill of Landing to FIC. 	Customer send the Product and Document to FIC	<ol style="list-style-type: none"> 1. Customer must ship out defect products in two weeks after getting RMA No. from FIC, otherwise the RMA No. will be cancelled. 2. Please make sure to include the optional parts such as FDD, HDD, Cards, Motherboards, Cables, Power Supply when returning system. 3. FIC assume no responsibility and hereby specifically disclaim all liability for any loss or damage that may occur during transit.
6. RECEIVE RETURNED PRODUCT	<ol style="list-style-type: none"> 1. Inform customer of receiving. 2. Check the descriptions which on the RMA Request Form, Invoice, and Packing List with the returned product. 	FIC	If the Product received from Customer was found to be different from that indicated on the RMA Request Form, Invoice or Packing List, no matter in part or totality, the Product actually received and counted by FIC shall prevail.
7. VERIFY RELEVANT INFORMATION	Once receiving the returned products, FIC will check if there is an authorized RMA No. with the products, if product problems are under FIC's warranty, if there is any discrepancy between documents and returned products, and if the period of warranty has expired.	FIC	<ol style="list-style-type: none"> 1. Any Products not sold by FIC that is sent to FIC for repairing or replacing shall be rejected. The above rejected product will be returned to Customer at Customer's cost and risk. 2. If the Serial No. or Bar Codes or MFG. Codes of the products are destroyed, altered or otherwise rendered illegible, the products shall be judged to be not under Warranty.
8. SERVICE CHARGE?	A quotation will be issued for repair service if any expense is ascribed to the customer.	FIC	<ol style="list-style-type: none"> 1. Customer will be notified with a service quotation in the event that FIC determines that the repairs are not covered by FIC warranty. FIC will send back the defect items without any repair/ replacement if there is not any confirmation from customer on the charged service within 10 working days of customer's receipt of the service quotation. 2. FIC disclaims liability for any shipping charges for non-warranty repairs, all of which must be prepaid by the customers.
9. REPAIR COMPLETED	Confirm a delivery date to customer.	FIC	FIC will complete the repair within 14 working days after receiving the returned products under the normal return quantity .
10. DELIVER REPAIRED PRODUCT	Inform Customer of the delivery information.	FIC	Insurance and Freight fee for returning the Goods back to Customer will be charged to FIC's account.
11. RECEIVE REPAIRED PRODUCT	Inform FIC when the repaired product has been received.	Customer	The Warranty Period shall be for three months after any warranty service or the rest of the life of the original warranty period, depending on whichever is longer.
CLOSE	RMA close	FIC	FIC will keep a repair record and report including defective phenomenon and reasons.