

SERVICE POLICY

1. PURPOSE

JAOTECH has established the following guidelines to provide customers the best support and shortest turn-around time possible.

JAOTECH reserves the right to amend or make changes to JAOTECH Service Policy as and when applicable.

2. WARRANTY

2.1 Warranty Period

JAOTECH aims to meet the customer's expectations for post-sales service and support, in addition to offering 1 year global warranty for JAOTECH Smart Terminals™ a global extended warranty service is provided for customers upon request. This entitles JAOTECH customers to a complete and prompt repair service beyond the standard 1 year of warranty.

Products with warranty are covered from the date of shipment against defects in design, materials, and workmanship. All JAOTECH external peripheral products that are supplied as part of an order will only be covered by the original manufacturer's warranty and the time period shall not exceed 1 year of coverage when purchased through JAOTECH.

2.2 Repairs under Warranty

Repairs for product still under warranty will be carried at JAOTECH Service Centres following the successful completion of the JAOTECH RMA procedure detailed in Section 4. For product under warranty, the return fee to an authorized JAOTECH repair facility will be at the customer's expense. The shipping fee for repaired products from JAOTECH back to customers will be at JAOTECH's expense.

Should the products purchased from JAOTECH be found to be dead-on-arrival (DOA), JAOTECH must be contacted within one month from date of original shipment of any DOA event. JAOTECH will commit to resolving the event through the RMA procedure or alternatively a loan replacement product will be made, until the repaired product is returned to the customer. If product is required for return to the manufacturing base, JAOTECH will manage the shipment and return of product, dependent on quantity, within an agreed timeframe.

2.3 No Fault Found (NFF) for Products returned under Warranty

In the event of a product after evaluation at a JAOTECH Service Centre is found to be No Fault Found (NFF), the applicable Survey Cost will be chargeable at the following rate:

Type	No Fault Found Costs
No Fault Found (NFF)	Initial Survey cost US\$ 150 + Freight charge back to client. (Or charged at applicable local currency)

2.4 Exclusions from Warranty

JAOTECH will consider the product excluded from warranty for ANY of the following reasons:

1. The product has been found to be defective after expiry of the warranty period.
2. Warranty has been voided by removal or alteration of product or part identification labels.
3. The product, within the warranty period, has been misused, abused, or subjected to unauthorized disassembly/modification;
4. The product has been placed in an unsuitable physical or operating environment.
5. The product has been improperly maintained by the customer.
6. The failure of the product is caused by circumstances for which JAOTECH is not responsible, whether by accident or other cause. Such conditions will be determined by JAOTECH at its sole discretion.
7. The product is damaged beyond repair due to a natural disaster such as a lighting strike, flood, earthquake, etc.
8. The product returned to JAOTECH is incorrectly packed as per Section 4.2 or is packed in insufficient packaging that has caused damage to the product during transit.

2.5 Further exclusions include:

1. External peripheral products and accessories originally supplied with JAOTECH products but not manufactured by JAOTECH. These are limited to standard 1 year warranty.
2. Product updates/upgrades and tests upon the request of customers who are without warranty.

2.6 Warranty Product Exchanges:

1. In the event that Products are exchanged under warranty, Products for return must be returned to the designated JAOTECH Service Centre with 14 working days of receipt of exchanged items. If returned Products are not received within this time, JAOTECH will consider these items purchased and invoice accordingly to the applicable catalogue pricing.
2. Returned items that are subject to exchanges should be returned with the relevant accessories. Failure to provide accessories with returned items could result in additional charges.
3. Products returned as a result of exchange activity are subject to charges as listed in section 2.3

3. SERVICE CENTRE

JAOtech provides warranty and out-of-warranty global repair services for customers at its facilities in the following locations:

Region	Service Centre	Location	E-mail Address
UK/Europe	JAOtech UK	Redhill, Surrey	europa@jaotech-support.com
France	JAOtech Service Centre	La Jubaudiere, Les Landes, France	itanciafrance@jaotech-support.com
Benelux	JAOtech Service Centre	Heemskerk Netherlands	benelux@jaotech-support.com
Asia Pacific	JAOtech TW	Neihu, Taipei, Taiwan	apac@jaotech-support.com
France	JAOtech Service Centre	Thiais, Paris, France	france@jaotech-support.com
USA	JAOtech Corp	Trumbull, Connecticut	usa@jaotech-support.com

4. REPAIR PROCESS

4.1 Obtaining an RMA Number

All returns from customers must be authorized with a JAOtech RMA (Return Merchandise Authorisation) number. Any return of defective units or parts without valid RMA numbers will not be accepted; they will be returned to the customer at the customer's cost without prior notice.

An RMA number is only an authorisation for returning a product; it is not an approval for repair or replacement. To request an RMA number, please email rma@JAotech.com With the following details:

Serial number, reason for failure, removal, date of failure, return ship to address and full contact details (email, telephone, fax)

A JAOtech engineer will then check your application and, providing the information supplied is valid, will send an email with a valid RMA number.

Please note: Vague descriptions such as "does not work" and "failure" may cause unnecessary delays to the repair process. If you are uncertain about the cause of the problem, please contact your JAOtech representative or local office. They may be able to find a solution that does not require sending the product for repair.

The serial number of the whole unit is required regardless of whether only a key defective part is returned for repair.

Your RMA number will expire 30 days from the date of email sent, please do not delay in returning the product. Should you leave your RMA number to expire you will be required to repeat the application process.

4.2 Returning the Product for Repair

For customer convenience products can be returned to any authorized JAOtech repair facility. It is recommended to send terminals with all accessories as fitted including

(manuals, cables, etc.). Please note clearly that they are included, JAOtech will not be held responsible for any items not listed. Please ensure the relevant RMA number is clearly stated on the packaging and all related documentation.

European Customers that are located outside European Community are requested to use UPS as the forwarding company. We strongly recommend adding a packing list to all shipments. Please prepare a shipment invoice according to the following guidelines to decrease goods clearance time:

1. Mark clearly "Invoice for customs purposes only with no commercial value" on the shipment invoice.
2. Show RMA numbers, product serial numbers and warranty status on the shipment invoice.
3. Country of origin of manufactured goods. (i.e. – Taiwan)

In addition, please attach the invoice with RMA number to the carton, then write the RMA number on the outside of the carton and attach the packing slip to save handling time. Please also address the parts directly to the Service Department and mark the package "Attn. RMA Service Department".

All products must be returned in properly packed ESD material or anti-static bags. JAOtech reserves the right to return un-repaired items at the customer's cost if inappropriately packed. JAOtech will only return products in the JAOtech specified packaging and reserve the right to charge if products have been returned with insufficient packaging.

For out-of-warranty cases, customers must cover the cost and take care of both outward and inward transportation.

4.3 Service Charges

JAOtech reserves the right to charge for all repairs not covered by the warranty, exclusions are detailed in section 2.4 (this is not an exhaustive list)

If a product has been repaired by JAOtech, and within three months after such a repair the product requires another repair for the same problem, JAOtech will do this repair free of charge. However, such free repairs do not apply to products which have been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or failure caused which JAOtech is not responsible whether by accident or other cause.

Service Charges for Out of Warranty Repairs

Type	Repair costs
Standard Repair	Material cost + Initial Survey cost US\$150; Labour and Test cost US\$112(Or charged at applicable local currency) + Freight charge.
No Fault Found (NFF)	Initial Survey cost US\$ 150 + Freight charge.

Before JAOTECH begin any repair work on out-of-warranty repairs, JAOTECH will send a quotation to the customer for the applicable repair charges. Customers must reference the quotation number listed under "Our Ref" when placing the purchase order to JAOTECH.

4.4 Repair Turn around Time (TAT)

Turnaround Time for returns begins on the date that JAOTECH Service Centres receives the product with the applicable RMA number, and ends on the date the processed product is available for return shipment. The definition of TAT is as follows:

$$TAT = JAOTECH \text{ Received Date} \sim JAOTECH \text{ Available for return Ship Date}$$

For JAOTECH products the TAT is as below.

1. One shipment of up 1 to 20 pieces: the TAT is 14 working days.
2. One shipment of 21 to 40 pieces: the TAT is 21 working days.
3. One shipment of 41 to 80 pieces: the TAT is 30-35 working days.
4. One shipment of more than 80 pieces: the TAT is 45 - 50 working days.

The TAT may be delayed if the customer:

1. Gives an insufficient error description, such as "does not work", or "failure".
2. Has modified the original design of the JAOTECH product.
3. Delays a reply or fails to reply to a JAOTECH request for further information such as application environment and configuration.
4. Customer fails to respond to request for payment, quote acceptance.

4.5 Delays

In the case of an expected delay prolonging the above mentioned TAT by more than 3 days, JAOTECH shall immediately notify the customer and will agree a revised solution/schedule with the customer. If the product has been excluded from warranty as per Section 2.3, the applicable TAT will not apply. JAOTECH will attempt to return the aforementioned product on a best effort basis.

4.6 Repair Service for Phased-out Products

JAOTECH will give sufficient notice to Customers on the availability and duration of repair services for Products that are to be phased out.

4.7 Repair Report

JAOTECH returns each product with a "Repair Report" which shows the result of the repair. A "Defect Analysis Report" is also provided to customers upon request.

4.8 Custody of Products Submitted for Repair

JAOTECH will retain custody of a product submitted for repair for one month while it is waiting for return of payment. If the customer fails to respond within such period, JAOTECH will close the case automatically. JAOTECH will take reasonable measures to stay in proper contact with the customer during this one month period, if no resolution is forthcoming between JAOTECH and the customer, then storage and administration charges could be applicable.

4.9 Shipping Back to Customer

The forwarding company for RMA returns from JAOTECH to customers is selected by JAOTECH. If you require any special arrangements, please indicate this when shipping the product to us. The customer must bear the extra costs of such alternative shipment.

4.10 Inspection of Returned RMA Product

After receipt of returned RMA Product, any discrepancies, damage or loss is to be advised to JAOTECH in the form of written notification within 7 working days. Failure to provide notification within this timescale to JAOTECH confirms that RMA Product has been deemed to be completed satisfactorily in accordance with RMA Service Policy.

5.0 Force Majeure

Non performance of either party shall be excused to the extent that performance is rendered impossible by strike, fire, flood governmental acts or orders or restrictions, failure of suppliers, or any other reason where failure to perform is beyond the reasonable control of and is not caused by the negligence of the non-performing party.

6. SERVICES

JAOTECH are able to provide additional customer services based on applications.

6.1 Extended Warranty

Once the standard warranty period expires, customers can continue the same level of repair service. For 24 month extended warranty and 48 month extended warranty costs, please contact your local JAOTECH support centre. Extended Warranty is only currently offered for JAOTECH Smart Terminals™

Extended Warranty can be purchased during or before the original Standard Warranty has expired.

If Extended Warranty is purchased outside the Standard warranty, JAOTECH reserves the right to apply the Service Charges in Section 4.3 on Product received on a 'first time visit' after the original Standard Warranty has expired.

6.2 Service Agreement

In addition to Extended Warranty, JAOTECH can provide alternative maintenance solutions for out of warranty product via JAOTECH Service Centres. Please contact your local Sales Representative for further details.

6.3 Technical Training

Under certain circumstances, JAOTECH can provide technical training. This includes setting-up configuration and troubleshooting, charges may be applicable.

6.4 Logistical Service

JAOTECH can provide logistical services. JAOTECH will stock and manage customer owned inventory, either at JAOTECH, or at strategically located sites globally. With the proper logistics plan, JAOTECH can deliver spare product to most locations in the world.

6.5 Analysis Service

JAOTECH provides a product defect analysis service in order to inform customers of defects for better customer satisfaction. The content in DAR (Defect Analysis Report) including Product/Problem Information, Field Inspection Outcome, Suggestions/Actions, and Follow-ups.

JAOTECH currently have service centers at the following locations:

JAOTECH Europe

Perrywood Business Park
Honeycrock Lane
Redhill
Surrey
RH1 5DZ

Tel: +44 (0) 1737 781060

Fax: +44 (0) 1737 789734

Email: europa@jaotech-support.com

JAOTECH Asia

5F, No.59, Lane 77,
Xing-ai Rd, Neihu District
Taipei City 11494
Taiwan

Tel: + 886 (2) 27967769

Fax: +886 (2) 27967767

Email: apac@jaotech-support.com

JAOTECH Service Centre

De Trompet 1703
NL-1967DB
Heemskerk
The Netherlands

Tel: +31 251257245

Fax: +31 251258071

Email: benelux@jaotech-support.com

JAOTECH Service Centre

12/14 Rue Des Olivers
94320 Thiais
FRANCE

Tel: +33 (0) 148 53 6144

Fax: +33 (0) 145 12 9417

Email: france@jaotech-support.com

JAOTECH Corporation

126 Monroe Turnpike
Trefoil Park, Trumbull
CT 06611, USA

Tel: +1 203 880 9310

Fax: + 203 880 9305

Email: usa@jaotech-support.com

JAOTECH Service Centre

Les Landes
49510 La Jubaudiere
FRANCE

Tel: +33 (0) 241 71 77 61

Fax: +33 (0) 241 71 30 07

Email: itanciafrance@jaotech-support.com