



European Portwell Warranty Policy

European Portwell Technology BV Schillingweg 3, 2153 PL Nieuw-Vennep the Netherlands

1 Warranty Period

- 1 Warranty Period Board: 24 months from the invoice date
- 2 System: 12 months from the invoice date
- 3 Components :12 months from the invoice date

2 Subject

Portwell warrants that each Product failing to function properly under normal use, due to a defect in materials or workmanship or due to nonconformance to the agreed upon specifications, will be repaired or exchanged, at Portwell's option and expense.

3 Scope

RMA (Return Material Authorization) and DOA (Dead On Arrival) goods refer to the products been sold by Portwell only warrants this service to parties who buy directly from Portwell, and receive the shipments accompanying with Portwell invoices. This warranty is non-transferable to any third party.

4 RMA Procedure

Customers should follow the standard RMA procedure by applying the RMA number from Portwell, and be ready to send back the RMA goods within 10 working days. Failure to do so may incur as an unauthorized RMA.

5 DOA Procedure

DOA should be claimed within deadline (as below item 1.2.) by the date of shipment arrival. In any occasion, DOA should first be verified with Portwell engineers for confirmation, and follow the standard DOA procedure by applying the DOA number Portwell should send out the replacement within 10 working days once the DOA number issued. Customers should return DOA goods within 10 working days upon DOA's approval by using Portwell appointed forwarder. However, System goods will require customers return of Defective unit for parts replacement.

1. DOA deadline for domestic claim: Within 7 days upon Portwell invoice date) °
2. DOA deadline for overseas claim: Within 14 days upon Arrival date at customer dock.
3. Portwell shall not warrant to RMA goods with any rework or change of component by customer

6 Delivery Charge

- 6.1 RMA: Each party should prepay for one-way freight charge within the warranty period. The customer should response and use own forwarder to return the RMA product. For returns out of warranty period, the customers should pay for all delivery charges.

- 6.2 DOA: Portwell is responsible for all delivery charges, and the customers should use Portwell appointed forwarder to send back the product.
- 6.3 For goods been tested and verified without any defective by Portwell, the customers should pay for all delivery charges.
- 6.4 RMA/DOA returns to Portwell should be delivered to Portwell's designated locations. Product returned by customer must be in Portwell's standard packaging unless otherwise agreed to by the parties

7 Out of Warranty

For RMA out of warranty, Portwell should keep providing 2 years all technical maintenance and supports at customers' expenses

8 Product after RMA

Repaired or exchanged product will be warranted for the remainder of limited warranty for 3 months' period for the same issue.

9 Lead-time

Upon the receipt of returned goods, Portwell should complete all RMA and send back to the customers within 7 weeks (less than 20 pcs) while DOA shall be return within 7 working days. In any case if the RMA repair or DOA replacement would take longer time, Portwell should inform the customers and get the consensus prior to the process.

10 S/N Identification

All returned goods should have the label with Portwell's serial number. For items without S/N will be categorized as "out of warranty" returns, and service charge would be imposed.

11 Charges

All return RMA/DOA may be charged with shipping expense and inspection fee if there is no trouble found (NTF) or defective unit is miss-handled or mal-use by Customers. For Out-of-Warranty repair or Damage by User (within warranty period), Price will be quoted before repairing process.

Board: Material cost + EURO 70.00 + Freight (for UK is GBP Material + £60 + freight)
System: Material cost + EURO 80.00 + Freight (for UK is GBP Material +£70 + freight)

12 Package

Customers are required to return all units with its original packing material and all accessory intact for (DOA). Fail to comply with this, Portwell at her option may charge customer for repairing cost, or refuse to do any repair services.