

## 1. Warranty

### 1.1 Product Warranty Period

CADMUS builds Products in accordance with the industry standards. For parts built by CADMUS; including, but not limited to, the main board, power supply, chassis, fan kit and heat-sink; the warranty period will be 1 years. Bare bone systems assembled by CADMUS will also have a standard year warranty period. Optional commodity parts including, but not limited to, CPU, RAM module, HDD, SSD, and add-on cards are not covered by CADMUS’s warranty unless specifically stated, instead the external vendor’s warranty will apply. The warranty policy for ODM products shall be defined by ODM contract individually.

Product Series		Product		Warranty year (from the shipment date) Effectiveness	Warranty remark	Warranty infectiveness
Industrial Computing	Board	Single board computer	PIC , PEAK, NiS	1		Please refer to 1.2 Exclusion Warranty
		PICMG Backplane	BP , NBP	1		
		Other card	ML, PEL ,MU ,MS, PXE, PoE	1		
	System	Fanless System computer	VIC200	1	3rd party not manufacture by CADMUS	
		Rackmount System	VIC300, VIC500	1	Ex. CPU/RAM/HD/CF by original supplier's standard	

### 1.2 Exclusion of Warranty

- a. The product has been found to be defective after expiration of the warranty period
- b. Physical damage of the product, caused by the user
- c. Improper or inadequate maintenance or modification
- d. Missing or broken parts or components
- e. Missing or broken serial number label
- f. Foreign objects inside the product
- g. Software, media, parts, or supplies not provided or supported by CADMUS
- h. Operation outside the product's specifications

## 1.4 TAT(Turn-Around-Time) :

Upon the receipt of returned goods, CADMUS should complete all RMA and send back to the customers within 2 calendar weeks (less than 30pcss), except for customer request to analyze.

## 2. Service Type :

Service Type	From the shipping date	Freight charge	Repair Fee Charge	TAT (Turn-Around-Time)
DOA	30 days	NEXCOM	Free	7 days
In-Warranty	1months~12months/ 24months	1.1 Return by NEXCOM 1.2 Send back by Customer	Free	14 days
Out-of-Warranty	over 12months/ 24 months	CUSTOMER	Repair charge+material cost	By case
Refurbish		CUSTOMER	Repair charge+material cost	By case
Rework		By case	By case	By case

\*\*\* Warranty days by calendar day

### 2.1 DOA(Dead-on-Arrival) Process

If a unit fails to function upon initial arrival, the customer is to contact Sales Administrator who will involve a Quality Support Engineer to determine if the unit is DOA.

The defective item also needs to be shipped back the CADMUS's RMA/DOA department, for verification which will take 7 working days.

## 2.2 In-Warranty RMA Process

During the warranty period, CADMUS agrees to service and provide all parts and labor necessary to repair or replace the warranted product to its proper operating condition consistent with CADMUS product specifications. Repair or replacement parts and products will be furnished on an exchange basis and will be either new or reconditioned. Customers will pay the cost of shipping the defective product back to a CADMUS Service Site, CADMUS will offer to cover the cost of return shipments. All returns from customers must be authorized with an CADMUS RMA (Return Material Authorization) number; the customer is responsible for packaging and shipping the product to the designated CADMUS service site. The Return Material Authorization number is void after 30 days, and must be clearly marked on the exterior of the original shipping container or equivalent. CADMUS will not be responsible for delays in the repair time if the material is not returned with a clearly visible, valid RMA number. In case of expedited shipping request, an extra service charge shall be assessed and the customer is responsible for this extra return shipping charge.

2.2.1 Customers need to write down all the information related to the problem to contact window (Sales) when applying for the RMA service; information will help to understand the problem, including the fault description, on-screen messages, and pictures if possible.

2.2.2 Customers can send back the faulty product with or without the accessories and key parts such as the CPU and DIMM. If the key parts are included, they should be noted clearly on the return form. CADMUS takes no responsibility for the parts which are not listed on the return form.

2.2.3 Customers hold the responsibility to ensure that the packaging of defective products is durable enough to be resistant against further damage due to the transportation; damage caused by transportation is treated as “Out of Warranty” under our Warranty specification.

2.2.4 RMA product(s) returned by CADMUS to any location other than the customer registered delivery address will incur an extra shipping charge, the customer is responsible for paying the extra shipping charges, duties, and taxes of this shipment.

## 2.3 Out-of-Warranty RMA Process

all out of warranty units must have a Purchase Order to cover a labor cost. Customers shall receive a quote for repairs before anything is charged to the PO.

The product will be processed as Out of Warranty if:

- The product has been found to be defective after expiration of the warranty period.
- Physical damage of the product, caused by the user
- Improper or inadequate maintenance or modification
- Missing or broken parts or components
- Missing or broken serial number label
- Foreign objects inside the product
- Software, media, parts, or supplies not provided or supported by CADMUS
- Operation outside the product's specifications

## 3. Product Repairing

3.1 CADMUS will repair defective products covered under this limited warranty that are returned to CADMUS; if products do prove to be defective, they will be repaired during their warranty period unless other warranty terms have been specified.

3.2 CADMUS owns all parts removed from repaired products.

3.3 CADMUS will use parts made by various manufacturers in performing the repair.

3.4 The repaired products will be warranted subjected to the original warranty coverage and period only.

3.5 CADMUS will issue RMA Report which included Repair Detailed Information to the customer when the defective products were repaired and returned.

3.6 In addition to the above, CADMUS may authorize Independent/Third- party suppliers to repair the defective products for CADMUS.

## 4. Product End of Support

Any product being discontinued will be announced as EOL (End of Life) and identified on the price list for at least six months prior to its discontinuation. At the last buy day, discontinued products will be removed from the price list and are no longer available for purchase unless specially requested.

Product Support, however, will last until the day of EOS (End of Support) which is the last Shipment Day of EOL product plus the product Warranty Period. So, the product support and warranty for the Last-buy discontinued product will be granted until its warranty period is expired, that's, reaching the EOS Day of the product.

Before its EOS Day, CADMUS will continue to investigate, troubleshoot, and characterize issues in an attempt to provide solutions and workarounds for these products; when it reaches its EOS Day, CADMUS will only provide limited support on a commercial effort basis.

CADMUS reserves the right to charge for any requested support/service of any EOS product. In addition, CADMUS reserves the right to reduce service available for renewal EOL product under this policy at any time in its sole discretion, with or without notice.

## 5. Contact Information

Contact windows as followed :

[info@cadmus.com.tw](mailto:info@cadmus.com.tw)