



Policy of RMA & Warranty

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1. WARRANTY DESCRIPTION

P2 PLUS warranties all products, parts, and the manufacturing process are compliant to the spec standard according to the product/spec approval sheet, and are free from defects in material and manufacturing process under normal use and service under the warranty period. Should there are defects present on products, parts, and during manufacturing process, P2 PLUS is responsible for repair and replacements under the warranty period.

2. DISCLAIMER

This warranty is solely and entirely on the P2 PLUS products, and applies only between P2 PLUS and its direct purchaser. P2 PLUS shall not provide any direct warranty and/or service, explicitly or implicitly, nor shipping and handling costs, to any third parties. All warranty services must go through P2 PLUS's original invoiced party.

P2 PLUS makes no other warranties, explicitly or implicitly, including any warranty of merchantability or specific for a particular purpose.

P2 PLUS is not responsible for any damage to or loss of any programs, data, or other information stored on any media. All data on the system should be backed up and removed from the system prior to claiming warranty services. Recovery and reinstallation of system and application software and user data are not covered under this Limited Warranty.

P2 PLUS is not responsible for loss of profit, anticipated savings, data, or indirect, incidental or consequential losses or damages to the extent that those losses or damages can be disclaimed by law.

P2 PLUS products are not designed for highly critical applications, P2 PLUS does not recommend applying the products in life support systems or other equipment which may lead to personal injury or death if such equipment are defective or suffer breakdown, including but not limited to medical equipment, military equipment. P2 PLUS shall not be responsible for any personal injury or death or any loss or damages to property arising from such kind of application.

P2 PLUS reserves the right to amend the Policy, in part or its entirety, at any time, without notice.

3. LIMITED WARRANTY

3-1. Standard Warranty Period

POS terminals 2 years: 25 months starting from the invoice date.

Peripherals and parts: Please contact us for further details.

3-2. Repaired Part or System Warranty

For Out-of-Warranty products or parts: three (3) months.

For In-Warranty or DOA products or parts: Remain under the standard warranty.

3-3. Dead On Arrival (DOA)

Within 30 days from the receiving date of the product, if product shows results of a hardware failure, preventing basic operation upon its first use when unpacked from the box, then it may be deemed as DOA.

This DOA policy does not apply to any internal items of the unit (including, but not limited to boards, LCD, hard disk, memory modules, etc.), peripherals, and products from 3rd party, have had 3rd party components installed or have incurred customer induced damage.

DOA decisions are at the sole discretion of P2 PLUS and shall be final. For DOA returns, customer must use a carrier of P2 PLUS's designated choice.

3-4. Warranty Extension Plan

Warranty extension plan, up to 24 months, is available to support special projects with a premium charge. A 10% of the invoice price will be surcharged for each additional 12 months of warranty extension. Warranty Extension plan must be purchased at its original invoice; and not add-on at a later time.

3-5. Warranty Void Conditions

- All units must be returned with a valid Return Merchandise Authorization (RMA) number. P2 PLUS reserves the right to decline the receipt of and/or the repair service on any good(s) returned without a valid RMA number.

- P2 PLUS reserves the rights to decline the repair service, and/or charge the repair service fee at the customer expense when the following conditions are presented:

1. Product(s) that complies with its original product/spec approval sheet, but customer later decides to change hardware/software/firmware configuration(s) or decides to change or upgrade the product for whatever reason that are not covered under this Limited Warranty.
2. Damages resulted from accidental incidents such as fire, flood, mudslide, weather and other consequence of the natural disaster.
3. Unexpected inrush current and voltage occurrences.
4. Improper product usage, maintenance, and assemble/disassemble methods.
5. Physical damage(s) as result of user's negligence or abuse.
6. Software installation and settings.
7. Computer Virus
8. Improper usage of testing equipment and gears on the products.
9. Unauthorized repair or modification.
10. Fails to be compliant with the safety notice listed in the system safety label when using or maintaining the system.
11. Peripherals and/or accessories in which are not listed in the default and/or customized shipping package and/or in which their spec. are out of the system supporting range.

4. RMA SERVICES

4-1. General RMA

Applies to returned items/units which are Within/Out-Of-Warranty, and are not out of stock/discontinued product, and also not technically un-repairable parts.

4-2. Un-serviceable RMA

In the event the product or the component(s) of the said product returned to P2 PLUS is out of stock and/or discontinued (End-Of-Life, such as the product and/or part is no longer being manufactured by P2 PLUS or its original manufacturer but is still under warranty), P2 PLUS will, at its discretion, either repair or replace with equal or comparable parts.

4-3. Non-Warranty & Extended Warranty RMA Charges

Please contact our sales representative for estimation.

4-4. Product Returned Without Prior RMA Authorization

Any product(s) shipped back to P2 PLUS without a prior-obtained RMA authorization will be declined and returned to the customer at customer's own expense.

4-5. RMA Procedure

It is very important that the below RMA procedure is followed thoroughly and carefully when requesting a RMA services:

Customer fills out a RMA request form. All information such as contact information, model number, serial number and detail failure description for each item. Email RMA request form to RMA Department.

P2 PLUS would be unable to process RMA requests if the information provided is not complete, or if the RMA request form is not used.

After receiving the RMA request form, P2 PLUS will check and determine the warranty status of each item. The "Warranty" column of the form will be marked accordingly for each item.

If the item is in warranty, "FREE" will be filled in the "Estimated Charge" column.

If the item is out of warranty, P2 PLUS will fill in the estimated repair charge in the "Estimated Charge" column of the form. This charge is an estimation based on the failure description provided by the customer, and is given only as a rough indication.

The actual charge can only be determined after P2 PLUS has received the goods and has performed an inspection of the item. The charge will include shipping and handling charges according to the table below (Warranty Period is based on invoice date):

The RMA request form is then replied to customer for confirmation. Customer shall then decide which items to be repaired. Customer must sign back the RMA request form to complete the RMA request process.

An RMA number is valid for thirty (30) calendar days after its issuance by P2 PLUS.

Customer must return the products described in the RMA within thirty (30) days or a new RMA number will be required. If P2 PLUS does not receive the product(s) within the allowed period of time, the RMA will be closed and returns may be refused.

RMA processing cycle. This is the duration time for P2 PLUS to complete the RMA repair service. In general, cycle time is 20 working days (excluding weekend and holiday) starting from the date when RMA returned items arrives at P2 PLUS RMA facility. The cycle time is based on the RMA return quantity received at P2 PLUS RMA facility.

Inspection and return shipping fee will be charged at the customer's own expense when the following causes of RMA return damages are present:

- Customer Induced Damage (CID)
- No Problem Found (NPF)

4-6. Packing Requirement

All returning products must be packaged appropriately to prevent shipping damage and provide proper electrostatic discharge (ESD) protection. All returning products packaged to afford individual mechanical protection so damage does not occur while the product is in-transit to P2 PLUS. It must be comparable to the packaging in which P2 PLUS originally shipped the product. For multiple packages, each package must be labeled with the approved RMA number, properly sealed and enclosed with a copy of the RMA form with the shipment. Customer must enclose a packing list identifying the contents in each shipping carton.

4-7. Freight Charges

Warranty Period	Parts Cost	Labor Cost	Shipping cost
DOA	P2 PLUS	P2 PLUS	P2 PLUS covers round-trip
In Warranty	P2 PLUS	P2 PLUS	One way each Customer: from customer side to P2 PLUS Taiwan P2 PLUS : from P2 PLUS Taiwan to customer side
Out of Warranty	Customer	Customer	Customer covers round-trip

** For Out-of-Warranty products, customer is responsible for parts, labor and shipping costs. Shipping cost applies strictly between P2 PLUS and its original invoiced purchaser. P2 PLUS is not responsible for shipping cost incurred from any third party. Customer is responsible for custom duties and fees for RMA returning. If DOA and/or In Warranty and/or Out of Warranty products or parts are mixed in the same RMA shipment, P2 PLUS will be responsible for the DOA and In Warranty products only. Base on weight ratio, P2 PLUS will charge proportional shipping charge for after and/or Out of Warranty products or parts.