



Design for Innovation

# RMA POLICY

## 1. Purpose

To define the policy and procedure for handling the non-conformable products returned from customer, thence, to improve the quality and reliability of our products.

## 2. Scope

- 2.1 All the individual product being defective, or non-conformable to specifications after customer uses it and agreed by Sales to accept the returning. Rejection by shipping lot or part of shipping lot that had not been used by customer is not included.
- 2.2 DOA (Dead on Arrival) being detected at customer or user site upon starting using it within period agreed by both customer and Sales.

## 3. Definition

- 3.1 RMA: "Return Material Adjustment".
- 3.2 DOA: "Dead on Arrival".
- 3.3 OOW: "Out of Warranty".

## 4. Responsibility

- 4.1 Unless otherwise agreed, Sales Representative is the window for accepting RMA.
- 4.2 Customer Service Department (RMA Department) is responsible for repairing the Returned products manufactured in house or by DFI Branches.
- 4.3 RMA of OEM, ODM or Purchased products will be returned to sub-contractor through Purchasing Division.
- 4.4 If there's major bug, reworking to the latest revision will be transacted by Customer Service Department unless customer request for revision control.
- 4.5 Sales should provide approved or contracted Sales terms if there's optional agreement other than the normal policy.

DFI Inc.,

100, Huan-Ho St., Xizhi District, New Taipei City, Taiwan, R.O.C.  
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## 5. Service Location

- 5.1 RMA should be returned to the location where the products were sold unless otherwise agreed. Customer is requested to ask for RMA number from the location where our sales Representative sells the products.
- 5.2 Customer is requested to get agreement in prior and ask for RMA number from head quarter through Sales Representative if RMA service in different location is required.
- 5.3 Location of Service Stations is as show in [Appendix 1](#).

### 5.4 RMA Service Working Days

The following working days are for reference only. It will depend on the actual condition of the RMA products that DFI receive from the customer.(Not including the shipping time and public holidays)

#### 5.4.1 For mother board or card products:

- RMA quantity 1~50 pieces, need 10 working days.
- RMA quantity 51~100 pieces, need 15 working days.
- RMA quantity 101~150 pieces, need 20 working days.

#### 5.4.2 For system products:

- RMA quantity 1~10 pieces, need 5 working days.
- RMA quantity 11~30 pieces, need 10 working days.
- RMA quantity 31~50 pieces, need 15 working days.

## 6. Warranty

- 6.1 DFI's serial number definition is as show in [Appendix 2](#)
- 6.2 Unless otherwise contracted or approved, the warranty is two years (or 24 months) with tolerance. If there's regulation from local government, then, follow the government's rule.
- 6.3 In consideration of shipping and marketing extend, the tolerance of warranty is 3 months maximum depends on the distance between customer and DFI and how long the delivery time is.
- 6.4 Whether it's out of warranty will be made the verdict upon receiving RMA request form. The RMA should be received no later than one month after releasing RMA number.
- 6.5 DFI will prepare unique spared parts for two years when the model is phased out.

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For the warranty beyond two years and there's shortage of unique components, DFI will recommend product at the same grade for swap.

- 6.6 If customer requires the RMA service on OOW (Out of Warranty) products, labor and part cost will be charged to customer.

RMA standard charge is as show in [Appendix 3](#)

- 6.7 Warranty Voided – Under following conditions, there will be no warranty service:

- Shipping or transit accidents, abuse, misuse or improper installation.
- Operation with improper power supplies or faulty associated equipment.
- Unauthorized modification. Alteration or improper servicing.
- Acts of God.
- Tampering.
- Foreign violence being applied to the product at customer site.
- Abnormal wears and tears againsts the product specifications.
- Products, on which the serial number has been altered, defaced or removed.

## 7. DOA product description and definition

- 7.1 The delivery of products are different from customers perception or specifications are different from the actual use, this problem will not belong to DOA product.
- 7.2 **Except** for special contracts or local laws and regulations are relevant beyond, DOA product will be greed for a period of four weeks after shipment + buffer period.
- 7.3 DOA buffer period given to the delivery system according to the customer's location and the sales of up to eight weeks buffer is limited, as is the shipping to the customer's location, the buffer for a period of four weeks.
- 7.4 If the customer applied for DOA product, after returned and checked that there was non-human factors corruption problem (in the range of product warranty) , DFI will make a replacement.

## 8. Repairing Report

- 8.1 After completing the repairing, DFI Customer Service Department will attach the Maintenance and Analysis Report including the information of RMA number, series number, model name, failure cause and failure symptom is as show in [Appendix 4](#)

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- 8.2 If special format or electronics file is required, Customer is requested to advise RMA Department through Sales Representative in prior.

## 9. Delivery Expense

- 9.1 Unless otherwise approved or contracted, customer will pay the delivery expense from customer to the assigned repairing station of DFI. DFI will pay the delivery expense from assigned repairing station to customer.
- 9.2 For inland area, the RMA will be shipped at the most convenient way agreed by customer. For oversea status, DFI will deliver the RMA by air unless otherwise agreed. Speed delivery such as FedEx, DHL, UPS and so on, is not normal way of RMA shipment from DFI to customer.
- 9.3 Under normal condition, customers can give us their account number or just let us charge at their expense in case speed delivery is required.
- 9.4 DFI delivers RMA to customer. If there's other assigned place, DFI accepts the whole lot shipment or at most two split shipments to the designated location in the same continent that customer locates.

## 10. Un-repairable RMA

### 10.1 Individual unit be still within warranty

DFI will swap on-hand buffer or new one for customer without informing in prior. We will put notes in repairing report. If the model had already been phased out and there's no inventory, DFI will check with customer for swap with the product at the same grade or just accept credit at the latest purchasing price or negotiated price.

- 10.2 If the defective board is caused by user's mistake, DFI will try to provide service to fix the board. If it is not repairable, DFI will inform customer through Sales and either scrap it at DFI or just return the board as it was after checking with customer.

- 10.3 For OOW RMA, there will be no swap if the board cannot be repaired. DFI will inform customer through Sales and either scrap it at DFI or just return the board as it was after checking with customers.

## 11. Procedure

- 11.1 Customers should register e-mail account on DFI RMA web(<https://dfiweb.dfi.com/>), and apply RMA request, after DFI RMA check, customers will get RMA number.



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11.2 Before customers apply RMA number, customers need to check the warranty status, if customers agree to pay for charge, please send RMA request, and send back to DFI RMA service center.

11.3 Upon receiving returned products, RMA Department will check the model and quantity. If returned products and quantity are different, we will through Sales Representative or assigned window to check with customers.

11.4 All the repaired products should be processed through normal test procedure and visual inspection before sending back to customer. If there's special test program and equipment, Sales should get them from customer for RMA Department to follow.

11.5 The repaired products will be in bulk package unless otherwise defined.

11.6 The RMA flow chart is as show in [Appendix 6](#)

### 12. Modification

12.1 DFI will repair the board to normally function state for all customers with no upgrading or modification.

12.2 If there exists major bug, DFI will modify the returned board to be free of the existing bug for ordinary customers. For OEM/ODM customers, DFI should inform customers in prior if there's any modification or upgrading against the returned boards.

### 13. Optional Service

#### 13.1 RMA Buffer

To facilitate customer swapping the board with end user, 1% of purchased quantity of initial three months can be provided to customer. After being phased out for 6 months, customer should return half of the buffer to DFI. One year after phasing-out, all RMA buffer should be returned to DFI. If customer does not want to return the buffer, DFI can accept the payment with 50% of the price in reference to the latest normal order.

#### 13.2 RMA Buffer at Free Charge

For special area with high import/ export duty, DFI can accept 1% or negotiated percentage of free buffer. But there will be no any other RMA service.



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## 13.3 Spared Components

If customer performs Repairing in house, DFI will provide required components at reasonable rate. The un-repairable ones still can be sent back to DFI for second-hand repairing through normal procedure. If customer had already seriously damage the board, DFI will try our best to fix the board. But there will be no swap if it is un-repairable and had been damage by improper operation upon repairing at customer site.

## 13.4 On-site Service

For OEM/ODM customer with large quantity, on-site service is to be negotiated in prior, if required. The monthly quantity should be at least 30K at one location. Customer is requested to arrange the dormitory and transportation for our people.

## 13.5 Analysis Report

DFI provides repairing report for all RMA lots. If further statistics analysis or special format is required, Sales should alternatively inform RMA Department.

## 13.6 Refurbishment

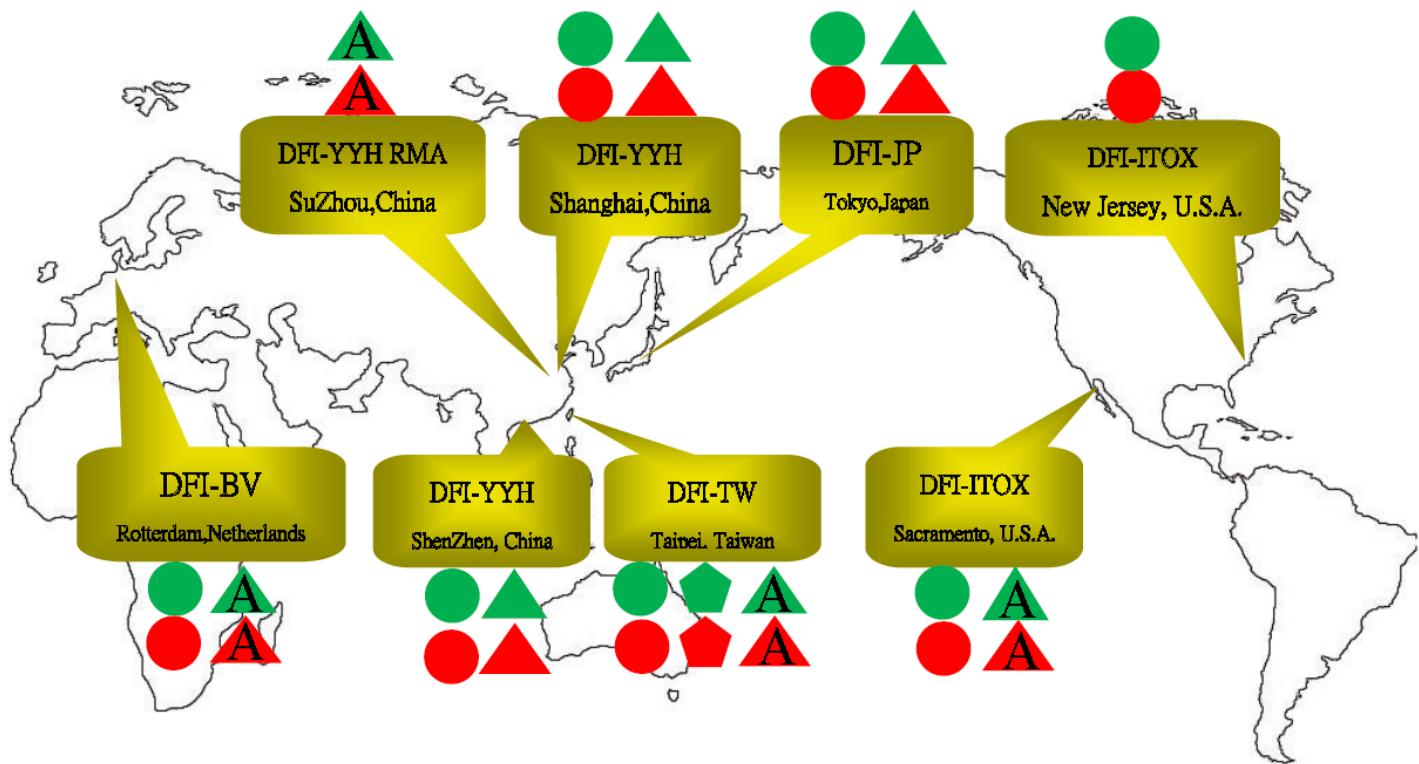
Refurbishing RMA for selling as new products is illegal. If customer insists to refurbish the packaging with accessories to be as new products but not for reseller as new ones, DFI will provide the service at customer's expense. The week code will be the average week code of that RMA lot.

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### [ Appendix 1 ]



Technical Support  
Mother Board / System



Factory  
Mother Board / System



RMA Center  
Mother Board / System



Full function of RMA



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## RMA POLICY

### ● DFI-TW

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Fax: +886 (2) 2694-3221, 2694-3226

Ordering and Sales E-Mail: [dfi-acp.sales@dfi.com.tw](mailto:dfi-acp.sales@dfi.com.tw)

Technical Support E-mail: [dfi-acp.support@dfi.com.tw](mailto:dfi-acp.support@dfi.com.tw)

Website: <http://www.dfi-acp.com>

Organization: 12 staffs

### ● DFI-JP

Address: 5F , Dai2 Denpa Bldg.2-14-10 Sotokanda Chiyoda-ku, Tokyo  
101-0021,Japan

Tel: +81(3) 5209-1081

Fax:+81(3) 5209-1082

E-Mail: [sales-jp@dfi-jp.co.jp](mailto:sales-jp@dfi-jp.co.jp)

Website: <http://www.dfi-jp.co.jp>

Organization: 3 staffs

### ● DFI-ITOX(RMA Center/CA)

Address: 960 Riverside Parkway Suite 10,West Sacramento, CA 95605 U.S.A.

Tel: +1(916)378-4166

Fax:+1(916)371-8419

E-Mail: [sales@dfitech.com](mailto:sales@dfitech.com)

Website: <http://www.dfitech.com>

Organization: 3 staffs

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### ● DFI-ITOX (Office/NJ)

Address: 15 Corporate Place South, Unit#201 Piscataway, NJ 08854, U.S.A

Tel: +1 (732) 390-2815

Fax:+1 (732) 562-0693

E-Mail: [sales@itox.com](mailto:sales@itox.com)

Website: <http://www.itox.com>

Organization: 3 staffs

### ● DFI-BV

Address: Klompenmakerstraat 89, 3194 DD ,Rotterdam Hoogvliet, The Netherlands

Tel: +31 (10) 313-4113

Fax: +31 (10) 313-4101

E-Mail: [gina.lin@dfi-europe.nl](mailto:gina.lin@dfi-europe.nl)

Website: <http://www.dfi-acp.com>

Organization: 3 staffs

### ● DFI-YYH /Yan Ying Hao Trading(ShenZhen)Co,Ltd (Main office)

Address: Room 505, 5<sup>th</sup> Floor, Building D, Hua Chuang Da Central Business Building, Bao'an Road, Bao'an 42th District, ShenZhen, China

Tel: +86 (0755) 2372-9390

Fax: +86 (0755) 2372-4065

E-Mail: [inquiry@dfi.com.tw](mailto:inquiry@dfi.com.tw)

Website: <http://www.dfi-acp.com>

Organization: 3 staffs

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## RMA POLICY

### ● DFI-YYH /Shanghai office

Address: Room 1613 Greenland Technology Island, Building B, No.3, Lane 58, East Xin-jian Road, Minhang District, Shanghai 201199, China

Tel: +86 (21) 3413-0371

Fax: +86 (21) 6419-5036

E-Mail: [inquiry@dfi.com.tw](mailto:inquiry@dfi.com.tw)

Website: <http://www.dfi-acp.com> Organization:

3 staffs

### ● DFI-YYHRMA/SuZhou

Address: Qisda-S2,No.169, Zhujiang Road, New District, Suzhou,Jiangsu Province, P.R.C. Tel: +86 (512) 666-58800#1706

Fax: N/A

E-Mail: [xf.li@dfi.com](mailto:xf.li@dfi.com)

Website: <http://www.dfi-acp.com> Organization: 2

staffs

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### [ Appendix 2 ]



The serial number includes two letters and 7 figures, the meaning is as below:

1. The first letter is product location ,for example, "D" means made in Taiwan, "C" or "Y" means made in China.
2. The second letter is shipping year, for example, "0" means 2010,"A" means 2011,"B" means 2012..."E" means 2015, etc...
3. The 3<sup>rd</sup> and 4<sup>th</sup> figures are shipping weekly, for example, "07" means 7<sup>th</sup> week.
4. The last five figures are serial code.



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## [ Appendix 3 ]

### RMA standard charge

| Product item      | Warranty Period | Non-man-made Damage                     | man-made Damage                         |
|-------------------|-----------------|---|---|
| MB & card Product | Inside Warranty | Free                                    | Labor cost at US\$ 15 and Material cost |
|                   | Out of Warranty | Labor cost at US\$ 25 and Material cost | Labor cost at US\$ 25 and Material cost |
| System Product    | Inside Warranty | Free                                    | Labor cost at US\$ 50 and Material cost |
|                   | Out of Warranty | Labor cost at US\$ 80 and Material cost | Labor cost at US\$ 80 and Material cost |



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## [ Appendix 4 ]

品-程-19 版次 : D0 附件 6.3 MAINTENANCE & ANALYSIS PEPORT(範例)

**DFI Inc.**

Office/Hsi-Chih Factory: http://www.dfi.com  
100 HUAN HO ST. HSI-CHIH City, Taipei Hsien, Taiwan R.O.C.  
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### MAINTENANCE & ANALYSIS REPORT

Date:  
Page

SALES Representative :

Checked By :

| CUSTOMER | RMA NO. | P/N | SERIAL NO. | REC. DATE | OUT DATE | LOCATION | ANALYSIS | ENGINEER | CHARGE | OUT OF WARRANTY | MEMO |
|----------|---------|-----|------------|-----------|----------|----------|----------|----------|--------|-----------------|------|
|----------|---------|-----|------------|-----------|----------|----------|----------|----------|--------|-----------------|------|

THE RETURNED BOARDS HAD BEEN RE-FIXED.  
PLEASE RE-INSTALL THEM ONTO YOUR SYSTEM. YOU ARE SOLICITED TO DESCRIBE  
THE FAILURE SYMPTOM AND THE MODEL TYPE OF YOUR MOTHER BOARD AS WELL  
AS ADD-ON CARDS IF YOU NEED OUR SERVICE AGAIN ON THESE BOARDS. WE WOULD  
BE PLEASED TO PROVIDE THE SERVICE.

BEST REGARDS,



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## [Appendix 5] (old request form)

### RMA REQUEST FORM(一)



RMA #

|                             |                                  |
|-----------------------------|----------------------------------|
| CUSTOMER: <sup>④</sup>      | REQUESTED DATE: / / <sup>④</sup> |
| TELEPHONE NO.: <sup>④</sup> | SHIPPED VIA: <sup>④</sup>        |
| FAX NO. <sup>④</sup>        | ETA DATE: / / <sup>④</sup>       |

ISSUED DATE: / /<sup>④</sup>

PAGE /<sup>④</sup>

| MODEL <sup>④</sup> | SERIES NO. <sup>④</sup> | FAILURE SYMPTOM <sup>④</sup> | PART NO. <sup>④</sup> | REMARKS <sup>④</sup> |
|--------------------|-------------------------|------------------------------|-----------------------|----------------------|
| 1) <sup>④</sup>    | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 2) <sup>④</sup>    | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 3) <sup>④</sup>    | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 4) <sup>④</sup>    | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 5) <sup>④</sup>    | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 6) <sup>④</sup>    | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 7) <sup>④</sup>    | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 8) <sup>④</sup>    | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 9) <sup>④</sup>    | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 10) <sup>④</sup>   | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 11) <sup>④</sup>   | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 12) <sup>④</sup>   | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 13) <sup>④</sup>   | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 14) <sup>④</sup>   | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |
| 15) <sup>④</sup>   | <sup>④</sup>            | <sup>④</sup>                 | <sup>④</sup>          | <sup>④</sup>         |

RETURN ADDRESS:<sup>④</sup>

|                             |                          |
|-----------------------------|--------------------------|
| ATTENTION TO: <sup>④</sup>  | SHIPPED BY: <sup>④</sup> |
| TELEPHONE NO.: <sup>④</sup> | FAX NO. <sup>④</sup>     |

Please fill in the columns framed with

NOTE:<sup>④</sup>

CHECKED BY: \_\_\_\_\_ APPROVED BY: \_\_\_\_\_

RECEIVED DATE: / /<sup>④</sup> EXPECTED RETURN DATE: / /<sup>④</sup> ACTUAL RETURN DATE: / /<sup>④</sup>

DESIGNING THE QUALITY/ MANUFACTURING THE QUALITY/ SERVICING THE QUALITY<sup>④</sup>

表單編號：品-程-19-02<sup>④</sup>

## RMA POLICY

### [ Appendix 6 ]

