

LiPPERT Embedded Computers GmbH

Warranty And Repair Policy

1. PURPOSE

LIPPERT Embedded Computers GmbH ("LIPPERT") has established the following guidelines to give you the best support and shortest turn-around time possible.

2. WARRANTY

2.1 Warranty period

Standard products manufactured by LIPPERT are covered by a 2-year warranty, starting from the date of shipment. Products that do not conform to the RoHS legislations and have reached their End-Of-Life come with a 1-year warranty. For third party parts, the manufacturer's warranty applies.

2.2 Repairs under warranty

During the warranty period, LIPPERT will repair or replace all defective products, if they are returned at the customer's expense to LIPPERT. It is at LIPPERT's discretion to determine whether a certain product will be either repaired or replaced.

2.3 Exclusions from warranty

The product is excluded from warranty if:

- The product has been found to be defective after expiry of the warranty period.
- The product has been subjected to misuse, abuse, or unauthorized repair, whether by accident or other cause. Such conditions will be determined by LIPPERT in its sole unfettered discretion.
- Other products and accessories not manufactured by LIPPERT are limited to the warranty provided by the original manufacturer. Examples of such products and accessories include RAM's, HDD's, FDD's, fans, and so on.
- Product updates, reworks, and tests upon the request of customers who are without warranty.
- Product is damaged beyond repair due to nature disasters, for example, lighting strike, flood, earthquake, etc.
- The product is a consumable item (fuses, batteries, LCDs, backlights, etc.) or software.

3. REPAIR PROCESS

3.1 General

Before returning a product to LiPPERT, an RMA number must be obtained. LiPPERT refuses an incoming shipment if it does not bear an RMA number.

If you have a "death on arrival" board, e.g. one that never worked, you must report the DOA within two weeks upon receipt of the goods!

3.2 Obtaining an RMA number

When requesting an RMA (Return Material Authorization) number, please access the support area at LiPPERT's website: <http://www.lippert-at.de/index.php?rma>. Fill in the form and send it to us using the SUBMIT button. We'll send you an RMA number in return. This process takes approximately 1 working day. Please wait with shipping the parts until you receive the RMA number from us.

If you are uncertain about the cause of the problem, please contact LiPPERT's application engineers. They may be able to find a solution that does not require sending the product for repair.

3.3 Returning the product for repair

Send cards only without accessories (manuals, cables, etc.). If you include other components (because you believe they may be part of the problem) in the shipment, note clearly that they are included. Otherwise, we cannot be made responsible for their return. The RMA number must be evident on the outside of package and on the redelivery form.

Ship the parts by courier (DHL, UPS, etc.). The customer will bear the shipping charges, and we will bear the return charges. Attach a proforma invoice for customs declaration to the carton. To save handling time, the customer shall address the parts directly to the Service Department and mark on the package "Attn. Service Department".

List the value of the product on the invoice as zero (or a very low value). Otherwise, additional charges will be levied by customs (which will be borne by the sender). We suggest that you write "Goods with no commercial value are returned for repair" on the shipment invoice.

NOTE: The products must to be professionally packed, so as to fulfill the requirements of ESD guidelines. Shipments not meeting these requirements lose their warranty.

3.4 Service charges

LiPPERT will charge for repairing products under the following conditions:

- The product is repaired after expiry of the warranty period.
- The product is tested or calibrated and a No Problem Found (NPF) result is obtained.
- The product, though repaired within the warranty period, has been subjected to misuse, abuse, or unauthorized repair.
- Product updates, reworks, and tests upon the request of customers who are without warranty.

- Failures due to rework by the customer himself.
- Product is damaged beyond repair due to nature disasters, for example, lighting strike, flood, earthquake, etc.

If LIPPERT has repaired a product, and within three months after such repair, the product requires further repair for the same problem, LIPPERT will do such further repair free of charge. However, such free repair does not apply to a product which has been subjected to misuse, abuse, or unauthorized repair.

3.4.1 Estimated cost invoice

If you will be charged for the reparation, LIPPERT send you an estimated cost invoice via fax. LIPPERT will start the reparation of your boards only if you have re-faxed the signed "estimated cost" invoice.

You will get a particular cost estimate for every out of warranty board, which you had sent back for reparation or rework.

The flat fee for this cost estimate will be € 60.00. This amount will be subtracted from the repair bill.

The "estimated cost" invoice is valid for two weeks. After that period we will send you a reminder. If we don't get an answer until the next five days, than we return the goods back to its original shipment address.

In that case a handling fee of 75€ and additional the shipment cost will be billed.

3.4.2 Calculation of service charge

- Charge for service under warranty
All costs are covered by LIPPERT
- Charge for service without warranty
Repair service charge = Material Cost + Repair cost + Handling cost
- Service charge for product updates, reworks, and tests upon the request of customers who are without warranty
Rework Service charge = Material Cost + Repair cost + Handling cost
- Out of warranty repair charge for third party product
Out of warranty repair charge for third party product = Repair charge of supplier + Handling cost

Notes:

Handling cost = Handling charge + freight charge

Handling charge = 35€

Repair cost = (Hours of repair performed) * hourly rate 75€

Material Cost = Material cost depends on different product or product line.

After we made the repairs, we will send you an invoice with the repair charges. When you remit the funds, please reference the invoice number listed under "Our Ref."

3.5 Repair Turn-around Time (TAT)

TAT definition: TAT = Receiving date – Shipping date

For products manufactured in-house by LiPPERT, the TAT is as below.

- On shipments of up to 10 pieces, the TAT usually is 10 working days.
- On shipments more than 10 pieces, the TAT usually is 15 working days.
- Third-party products will be sent to the original manufacturer for repair. This usually takes 10-20 working days.

The TAT may be delayed if the customer:

- Fails to pay the invoice within the due date.
- Does not return a signed "estimated cost" invoice.
- Gives an insufficient problem description, such as "does not work", "failure".
- Has modified the original design of LiPPERT's product.
- Delays a reply or fails to reply to a LiPPERT request for further information (such as application environment and configuration).

3.6 Repair service for phased-out products

LiPPERT offers a continuous repair service for one year after the date of announcement of the product phase-out.

3.7 Repair report

LiPPERT returns each product with a "Repair Report" on the packing slip, which shows the result of the repair.

3.8 Custody of products submitted for repair

LiPPERT will keep a product submitted for repair for three months whilst it is waiting for return of a signed "estimated cost" invoice or payment. If the customer fails to respond within such period, LiPPERT will close the case automatically.

LiPPERT will take reasonable measures to stay in proper contact with the customer during this 3-month period.

3.9 Shipping back to customer

LiPPERT normally ships repair returns by UPS. If the customer requires, we can ship the parts using a different service such as DHL, Federal Express, or others. The customer must bear the extra costs of such alternative shipment. If you require any special arrangements, please indicate this when shipping the product to us.

4. Revision history

Version	Date	Author	Comment
1V0	2002-11-12	JK	Initial release of the document
1V1	2004-03-03	JK	DOA passage included Cost estimate " customer don't react " passage included
1V2	2006-02-08	JK	Cost estimate now per board and not per RMA
1V3	2006-02-28	PK	Two years of warranty for standard products
1V4	2007-04-17	JK	Redelivered boards have to be professionally packed and must fulfill the considerations of ESD guidelines
1V5	2007-11-07	JK	Obtain RMA number online
1V6	2008-09-16	JK	The flat fee for this cost estimate changed to € 60.00