

## ONE YEAR MANUFACTURER'S WARRANTY

Products that become defective due to defects in materials and workmanship during the first year of having been received by the user will be repaired or replaced by LEI Technology. Warranty Policy applies to LEI Technology purchase customers only.

### Warranty Limitations

- Software (exchange, return, reinstall, upgrades).
- Warranty does not apply to those products that are damaged due to misuse, abuse, negligence, alteration or modification.
- External causes such as accident, misuse, or abuse of the system or component such as, but not limited to, use of incorrect line voltages, use of incorrect fuses, use of incompatible devices or accessories, improper or insufficient ventilation, or failure to following operating instructions.
- Products with missing or altered serial numbers or service tags.
- Normal wear and tear.
- A product will not be warranted after the warranty period has expired.

LEI Technology is only providing HW service maintenance, the following are exceptions for any liability, no matter LEI Technology had been informed or not by direct or indirect ways.

- Loss or damage of any information.
- Loss of profits, business, revenue, or goodwill.
- Consequential damage, damage, or indirectly damage.

**NOTE.** Neither party would be liable for any data rescue or custody. Customer should backup the confidential data before sending the unit / components for repair or replacement.

**FORCE MAJEURE:** Neither party shall be liable for failure to perform any obligations hereunder arising from the acts of God; fires, floods, explosion, or other catastrophes; strikes and embargoes causing delays in transportation; or any other cause beyond its reasonable control. Each party shall give the other party notice of any event of force majeure mentioned above within thirty (30) days after such party has known of such event.

**EXTENDED WARRANTY POLICY**

Extended warranty can be purchased along with your product order. LEI Technology provides one (1) to three (3) years extended warranty service.

**Service Content**

1. Extended Warranty Service:

	1-year Warranty	2-year Warranty	3-year Warranty
Fee	Included in the selling price	<b>6%</b> of the non-consign product selling price	<b>12%</b> of the non-consign product selling price

2. Both parties further agree that the agreement purchased in the specific country/region by customer.
3. Material and labor costs are free of charge during warranty.
4. The customer would be charged for the repair fees by LEI Technology its own decision under the following circumstances:
  - 4.1 The inability to verify the valid product warranty period or already exceeded warranty period.
  - 4.2 The product or components were altered, and the labels which contain the serial numbers have been ripped off or unable to identify.
  - 4.3 Customer’s improper use, not authorized by the demolition or modification of the adverse operating environment, improper maintenance, accident or other reasons arising from the product functioning problems.
  - 4.4 LEI Technology is not obligated to repair any system or system component which has been damaged as a result of: Accident, misuse, or abuse of the system or component (such as, but not limited to, use of incorrect line voltages, use of incorrect fuses, use of incompatible devices or accessories, improper or insufficient ventilation, or failure to following operating instructions) by anyone other than LEI Technology (or its representatives). Including upgrades or test requirements from the customer.
5. Components that will NOT be covered under extended warranty include: Solid State Drive

**NOTE.** Service content may differ at particular facilities or in different countries. LEI Technology reserves the right to change program at any time without prior notice.

## EQUIPMENT RETURN POLICY

All returns to LEI Technology must be authorized in advance with a Return Material Authorization Number. To receive your RMA number, the customer should go to LEI Technology website <https://www.lanner-america.com/rma/> or request the LEI RMA website from their Sales Representative or RMA department [rma\\_ca@lannerinc.com](mailto:rma_ca@lannerinc.com). Complete the online form and it will direct to RMA Department to issue RMA number to customer.

- 1. A RMA number must be obtained from our RMA department prior to returning any products. All RMA numbers are valid for thirty (30) days from the date of issuance. It is the responsibility of the customer to ensure the material is returned within this time frame. Any RMA returned without an RMA number will be rejected by our RMA department.**
2. RMA number can be obtained one (1) to three (3) days from our RMA department after the necessary troubleshooting performed.
3. Material returned to LEI Technology that is not shown on the initial Service Request Form will be returned to the customer at their expense.
4. RMA number must be clearly identified and visible on the outside of the box, and a copy of the Service Request Form inside the box.
5. LEI Technology will repair material only after we have received the defective unit.
6. Freight charges to ship material back to LEI Technology is the responsibility of the customer.
7. LEI Technology is not liable for additional charges including all import and export taxes/regulations. By contrast, Customer should be comply with related the import and export taxes and regulations.
8. Customer should be liable for damages or risk during the transportation between Customer and LEI Technology.
9. LEI Technology is responsible for all freight charges to return material to the customer.
10. LEI Technology commit all return units including all repaired and replacement components will be repaired or replaced by the same level or higher level units / components. If LEI Technology unable to provide quality services, LEI Technology will refund the value of the service part.

## CREDIT RETURN POLICY

Products may be returned for a full refund during the first fourteen (14) days of having received your Lanner products.

1. All returns to LEI Technology for credit must be authorized in advance with a Return Material Authorization Number. To receive your RMA number, the customer should download the Credit Return Request Form from the LEI Technology website or request the form from their Sales Representative or RMA department. Complete the form and email to your Sales Representative or [rma\\_ca@lannerinc.com](mailto:rma_ca@lannerinc.com).
2. Material returned to LEI Technology for credit shall be subject to a restocking fee based on the following schedule:

Within 14 days from the invoice date

0% for standard products

20% minimum restocking fee for Build-to-order systems & with SW pre-loaded.

3. No material shall be accepted for return after fourteen (14) days from the original invoice date.
4. Returns are only acceptable in NEW condition. The products must be in their original packaging, including cords, power adapters, manuals and other accessories, etc. LEI Technology reserves the right to assess additional restocking fees to cover damages or missing items discovered upon return and inspection by the RMA Department.
5. Customers are responsible for all freight charges to return material to LEI Technology.
6. All refurbished items are Non-Returnable.
7. All software products may only be returned if the license agreement seal has not been broken.
8. Material returned to LEI Technology that is not shown on the initial Credit Return Request Form will be returned to the customer at their expense. Any RMA returned without an RMA number will be rejected by our RMA department.
9. Freight charges will not be credited for material returned.
10. Assembly, test and burn-in and other service charges are NOT refundable.

## OUT OF WARRANTY

A product may be determined out-of-warranty, if the warranty period has expired, or customer's fault. The customer is responsible for diagnosis fee regardless whether the hardware can be repaired or not. If the hardware can be repaired, RMA department will quote fee for the repair, including parts and labor, for the customer's acceptance. If the product can be repaired and the customer approves the charge, the diagnostic fee will be credited towards the repair cost. The customer decides to proceed with the repair or not. **LEI Technology warrants the repaired products for additional sixty (60) days per date of the invoice.**

### Fees

Diagnosis + first hour of labour \$140

Each additional hour \$140

Hardware replacement of current price

No Problem found. For products that have no functional issues a non-refundable diagnostic fee will be charged to the customer.

**Motherboard** failure require 45 day repair turnaround time.

LEI Technology reserves the right to change any part of the above without notice.