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# Parktron Technical Support Department (TSD)

## RMA/DOA POLICY

Version 1.5

Issued date: 2016.04.05

## Service Policy Statement

In order to maintain Parktron's best service level to our product buyers, we kindly ask buyers' attention to this service policy statement (hereinafter referred to as "**Policy**") and fully cooperate with **Parktron** Technology Co., Ltd. (hereinafter referred to as "**PARKTRON**") to comply with the Policy.

**PARKTRON**' Policy starts effective from the issued date and **PARKTRON** reserves the right to modify the **Policy** at anytime. Neither **PARKTRON** nor any of its subsidiaries, affiliates, officers or employees will be responsible for any damages or liabilities incurred arisen out of such modifications or cancellation.

1. **Product Limited Warranty Period.** PARKTRON's limited warranty period for its products against defects in material and workmanship under normal use is:
  - **14 months in all area from shipping invoice date**
2. **DOA Service. Dead on Arrival (DOA)** Service request is valid within **Fourteen (14) calendar days** after shipment received by Buyer. Buyer shall check and find the defective component serial number and model label firstly (refer to **Appendix F**). PARKTRON reserves the right to confirm if Buyer's DOA request is valid. Buyer is obligate to perform the test per PARKTRON's request and inform PARKTRON the test result. After validation, PARKTRON will issue a DOA number to Buyer. The DOA Service procedure is listed on **Appendix A** in this document.
3. **RMA Service. Return Material Authorization (RMA)** service is available for Buyer, subjected to all purchased products from PARKTRON. Buyer shall check and find the defective component serial number and model label firstly (refer to **Appendix F**) firstly. PARKTRON reserves the right to confirm if Buyer's RMA request is valid. Buyer is obligate to perform the test per PARKTRON's request and inform PARKTRON the test result. After validation, PARKTRON will issue a RMA number to Buyer. There are 2 categories of RMA services: Under-Warranty RMA Service (for products within warranty period) and Out-of-Warranty RMA Service. (for products out of warranty period) PARKTRON **Under-Warranty RMA Service** procedure is listed in **Appendix B** in this document and **Out-of-Warranty RMA Service** procedure is listed in **Appendix C**.
4. **Repair Cost.** PARKTRON provides free repair service to Buyer for **Under-Warranty RMA service**. Buyer shall pay the repair cost for **Out-of-Warranty RMA service** or if PARKTRON Technical Support Department judges the product defect was caused by man. For repair cost detail, please refer to **Appendix C**.
5. **Shipping cost:**
  - In the case of **DOA**, PARKTRON will be responsible for transportation charges to and from Buyer.
  - In the case of **Under-warranty RMA Service**, Buyer shall pay for freight return to PARKTRON. PARKTRON shall be responsible for freight return to Buyer.

- In the case of **Out-of-Warranty RMA Service**, Buyer will be responsible for transportation charges to and from PARKTRON.

6. **Warranty Void.** PARKTRON deems PARKTRON products or parts out of warranty if:

6.1. They have been mishandled, misused, willfully damaged, neglected, modified, changed, or defaced in any way. Including FORCE MAJEURE such as Acts of God, flood, fire; Acts of War, government authority, riots, explosions, embargo; Labor difficulty, strikes, breakdown of machinery or equipment, accidents; Shortage or inability to obtain raw materials, equipment, fuel, power, transportation; Acts or omission of the Buyer; Any cause beyond Parktron's reasonable control.

6.2. The PARKTRON warranty label has been altered or obscured or removed from product. Refer to sample label below circled in **RED**.



6.3. The term/period of the warranty has expired.

7. **Parts Return.** For Under-Warranty RMA service, Buyers can send Repairable Parts back to PARKTRON for RMA service according to the table below. For Irreparable Parts, Buyers do not need to send back to PARKTRON. Once PARKTRON issues the RMA number, PARKTRON TSD (abbreviation for Technical Service Department) will send repaired parts directly to Buyers within ten (10) business days with the exception of customized items such as bill validator which PARKTRON will inform dispatch schedule within ten (10) business days. Consumable Parts are not included in warranty and are not allowed to send back to PARKTRON unless specifically requested by PARKTRON. To purchase the consumable parts, Buyers can contact PARKTRON sales department to acquire a quotation.

Consumable Parts	
1.	Chipcoin token
2.	Mifare card
3.	Barcode ticket paper roll (For Entry terminal)
4.	Receipt paper roll (For APS)
5.	Other expendable parts please refer to spare parts list

8. **Data Backup.** Buyer is responsible for backing up all data stored in any storage devices before returning to PARKTRON for service. PARKTRON will not be liable for any data loss during the service.

**9. PARKTRON Technical Support Department (TSD) Contact Information:**

Phone: +886(0)2-8227-6186 #182/#181  
Fax: +886(0)2-8227-6185  
Skype support: support.parktron  
E-mail: [service@parktron.com](mailto:service@parktron.com)

## Appendix A: Product DOA Service

1. DOA shall mean product completely fails to function within **Fourteen (14) calendar days** after shipment received by Buyer.
2. DOA request for the product cosmetic defects (scratch, distortion, etc.) is valid only when they are attributed to PARKTRON factory. Buyer shall agree to check the product cosmetic defects carefully before shipping it back to PARKTRON, and PARKTRON reserves the right to reject the DOA case if it is judged obviously damaged by external force.
3. Return only the device/part/module that is not functioning properly as instructed by PARKTRON. No accessories are necessary to return unless the Buyer is instructed to do so. PARKTRON will not be responsible for the loss or damage for uninstructed returned accessories.
4. PARKTRON will provide Buyer with a DOA number within two (2) working days after the DOA documents are validated from both sides - PARKTRON and Buyer. The RMA/DOA Flow is listed in Appendix D. Buyer shall fill out the RMA/DOA Request Form with component serial number and model label firstly (refer to **Appendix F**), detail symptom and return parts list, send or fax to PARKTRON TSD and wait for the notification of a DOA number from PARKTRON. DOA excludes FORCE MAJEURE such as Acts of God, flood, fire; Acts of War, government authority, riots, explosions, embargo; Labor difficulty, strikes, breakdown of machinery or equipment, accidents; Shortage or inability to obtain raw materials, equipment, fuel, power, transportation; Acts or omission of the Buyer; Any cause beyond Parktron's reasonable control.
5. If Buyer fails to provide detailed specification information on the RMA/DOA Request Form, the product specification will be based on PARKTRON's received configuration.
6. No DOA returns will be accepted by PARKTRON without a DOA number, and any cost incurred from unauthorized DOA return is subject to the DOA sender.
7. Buyer must return defective products to the original place of purchase. PARKTRON is not liable for handling import/export issues raised from products not purchased directly from PARKTRON.
8. PARKTRON shall replace the failed product and send out most of the items within seven (7) business days after receiving the defective product with the exception of customized items such as bill validator which PARKTRON will inform dispatch schedule within seven (7) business days. In case where stock of original component may be lacking, a substitute of equivalent or better value will be given instead.
9. Please ensure all product models listed on shipping documents are consistent with DOA request form to avoid possible custom and duty issues. If they are inconsistently documented, the products may not be accepted, and additional costs may be charged. At the same time, the DOA process might be delayed.
10. If there is any mismatch between the documents we have received and actual returns (e.g.

number of modules, wrong item description), PARKTRON will notify Buyer within three (3) working days. Please justify the argument within two (2) working days after the PARKTRON notification date. Otherwise, PARKTRON might consider the shipment incomplete and send back to Buyer with freight unpaid.

11. PARKTRON is responsible for both inbound and outbound shipping charge.

## Appendix B: Under-Warranty RMA Service

1. Under-Warranty RMA Service shall mean product fails to function and need to have a repair service beyond fourteen (14) calendar days after shipment received by Buyer and under warranty period (counted from the date printed on the shipping invoice).
2. PARKTRON will provide Buyer with a RMA number within two (2) business days after the RMA documents are validated from both sides - PARKTRON and Buyer. The RMA/DOA Flow is listed on Appendix D. Buyer shall fill out the RMA/DOA Request Form with component serial number and model label firstly (refer to **Appendix F**), detail symptom and return parts list, send or fax to PARKTRON TSD and wait for the notification of a RMA number from PARKTRON.
3. If Buyer fails to provide detailed specification information on the RMA/DOA Request Form, the product specification will be based on PARKTRON's received configuration.
4. No RMA returns will be accepted without an RMA number, and any cost incurred from unauthorized RMA return is subject to the RMA sender.
5. PARKTRON TSD will check the content of RMA/DOA Request Form from Buyer. If there is any incorrect or incomplete information, PARKTRON TSD will inform the Buyer for clarification.
6. PARKTRON TSD will inform Buyer of the quantity of the products found to be out of warranty upon receiving Buyer's RMA request form. It is then up to the Buyer to decide whether he/she wants these out-of-warranty products to be repaired, and inform PARKTRON TSD the decision. Repair cost will be charged for out of warranty products. An RMA number will be given immediately after all issues are clarified. Parktron TSD shall not be liable for failure to perform or for delay in performance resulted from FORCE MAJEURE such as Acts of God, flood, fire; Acts of War, government authority, riots, explosions, embargo; Labor difficulty, strikes, breakdown of machinery or equipment, accidents; Shortage or inability to obtain raw materials, equipment, fuel, power, transportation; Acts or omission of the Buyer; Any cause beyond Parktron's reasonable control.
7. Buyer must return defective products to the original place of purchase. PARKTRON is not liable to handling import/export issues raised from products not purchased directly from PARKTRON.
8. PARKTRON will repair the defective products and send them back to Buyer within ten (10) business days after receipt with the exception of customized items such as bill validator which PARKTRON will inform dispatch schedule within ten (10) business days. In case where stock of original component may be lacking, a substitute of equivalent or better value will be given instead.
9. Ensure all product models listed on shipping documents are consistent with RMA request form to avoid possible custom and duty issues. If they are inconsistently documented, the products may not be accepted by PARKTRON, and additional costs may be charged to Buyer. At the same time, the RMA process might be delayed.
10. In case there is any mismatch between the document PARKTRON has received and actual

returns (e.g. number of modules, wrong item description), PARKTRON will notify Buyer of the mismatch within three (3) business days. Please justify the argument within two (2) business days from the PARKTRON notification. PARKTRON will consider the shipment incomplete and the Buyer is liable for any cost incurred from this RMA case.

11. Each party will pay for one outbound shipping cost, i.e., Buyer will pay shipping cost on products shipped to PARKTRON for repair, and PARKTRON will pay shipping cost on products returned to Buyer.
12. Products repaired by PARKTRON shall be warranted for three (3) months from the date printing on invoice, or the remainders of the initial warranty period, whichever is longer. This warranty is valid only for same defective parts return for repair, not for the whole machine or the other parts.



## Appendix C: Out-of-Warranty (OOW) / Warranty Void RMA Service

1. Out-of-Warranty RMA Service shall mean product fails to function and need to have a repair service beyond the warranty period (counted from the date printed on the invoice).
2. PARKTRON has the duty to inform Buyer when RMA goods appear to be both out of warranty and un-repairable. It is then up to the Buyer to decide whether or not these products should be shipped back to the Buyer.
3. PARKTRON will provide Buyer with an RMA number within two (2) business days after the RMA documents are validated from both sides - PARKTRON and Buyer. The RMA/DOA Flow is listed on Appendix D. Buyer shall fill out the RMA/DOA Request Form with component serial number and model label firstly (refer to **Appendix F**), detail symptom and return parts list, mark which products are out of warranty, send or fax to PARKTRON TSD and wait for a RMA number.
4. If Buyer fails to provide detailed specification information on the RMA/DOA Request Form, the product specification will be based on PARKTRON's received configuration.
5. No Out-of-Warranty RMA returns will be accepted without an RMA number, and any cost incurred from the illegal RMA return is subject to the RMA sender.
6. PARKTRON TSD will check the content of RMA/DOA Request Form from Buyer. If there is any incorrect or incomplete information, PARKTRON TSD will inform the Buyer for clarification.
7. PARKTRON will repair the defective products and send them back to Buyer within ten (10) business days after repaired charges confirmed (invoice signed) with the exception of customized items such as bill validator which PARKTRON will inform dispatch schedule within ten (10) business days. In case where stock of original component may be lacking, a substitute of equivalent or better value will be given instead.
8. Buyer is responsible to provide correct and consistent shipping documents and RMA/DOA Request Form. If they are inconsistently documented, the products may not be accepted, and additional costs may be charged, and the RMA process may also be delayed.
9. PARKTRON will repair out-of-warranty products at a cost of Buyer. PARKTRON will send an invoice to Buyer before repairing, and the Buyer must sign back the invoice immediately to approve the payment. If there is more than one (1) instance of warranty charges not received by PARKTRON, then PARKTRON will not repair the out-of-warranty product next time.
10. After repair, if the repair charge is not received, the repaired products will not be returned to Buyer and the repaired products will be in PARKTRON's custody. PARKTRON will issue notice to Buyer again to pay the charge within 1 month from the completion of repair. If Buyer fails to respond within five (5) business days after receiving the notice, PARKTRON has the authority to deal with the repaired product at its choice. Buyer should have not objection to this.
11. Repairing cost. For out-of-warranty RMA service, Buyer shall pay the repair cost as followings:

<b>Repair Cost</b>		
<b>*Inspection Cost</b>	<b>Labor Cost</b>	<b>**Material Cost</b>
US\$50	To be confirmed.	Repair/Replacement Materials Price

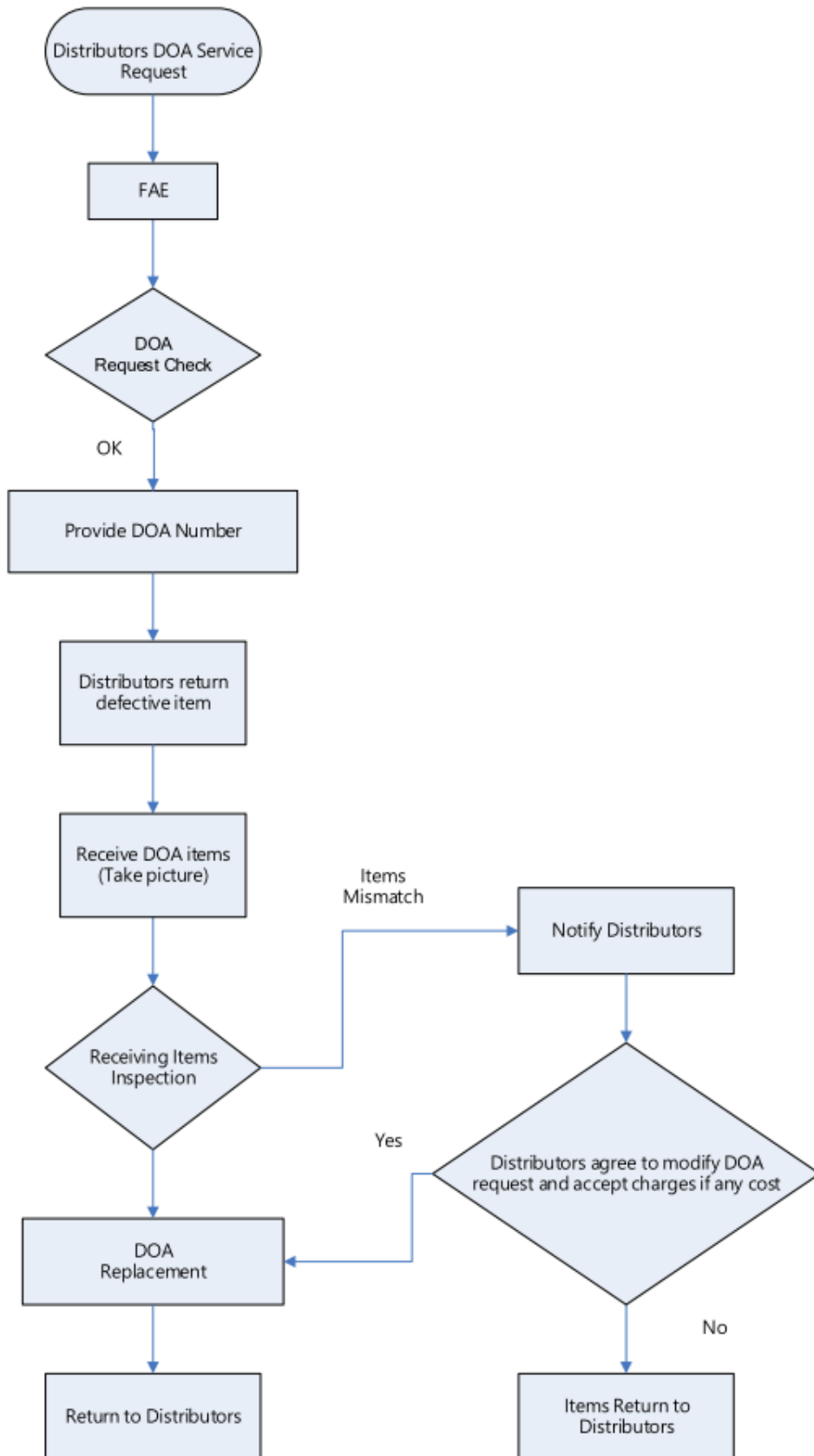
**Note:**

- 1) The above price list is subject to change without notice.
- 2) If any goods are returned without any trouble found or that Buyer decides not to repair, inspection cost will still be levied.
- 3) Material cost is the total cost of consumed parts for the repair. The price of the parts, PARKTRON will quote after inspection.
- 4) The repair/replacement materials may not be brand-new.

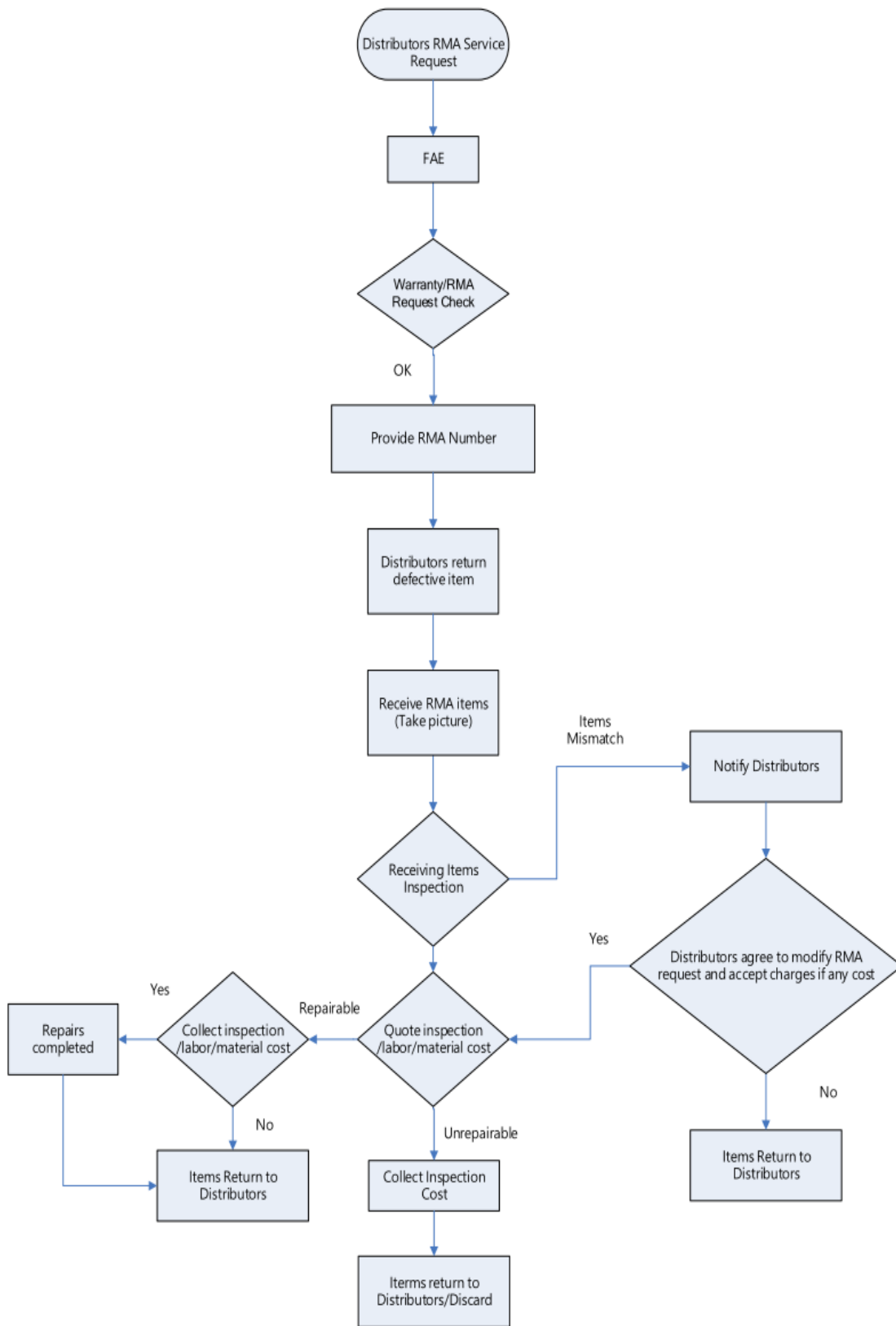
The repair cost includes the inspection cost, labor cost and material cost and is charged for one time service per each item sent back. For any goods that are abused and irreparable, or been damaged on the journey of shipping back to PARKTRON due to Buyer's improperly packing, will be returned to Buyer or destroyed at site as Buyer's choice.

12. In case there is any mismatch between the documents we have received and actual returns (e.g. number of modules, wrong item description), PARKTRON will notify Buyer of the mismatch within three (3) business days. Please justify the argument within two (2) business days from the PARKTRON notification; otherwise, PARKTRON will consider the shipment incomplete and the Buyer is liable for any charges incurred from this RMA case.
13. For the out of warranty RMA service, Buyer will be responsible for transportation cost for all products returned to PARKTRON's designated place and for return of products to Buyer.
14. Products repaired by PARKTRON shall be warranted for three (3) months from the date printing on invoice. This warranty is valid only for same defective parts returned for repair, not for the whole machine or the other parts.

## Appendix D: DOA Flow



## Appendix E: RMA Flow



## Appendix F: Model Number Label



<b>Serial</b>	<b>I021604007</b>
<b>Model</b>	<b>IENT209-2122-01</b>
<b>Date</b>	<b>2016/04/01</b>
<b>Voltage</b>	<b>220VAC</b>

