

Tailyn Communication Company, LTD.

Return and Repair Policy

Return Merchandise Authorization Number

- Customer must obtain a valid RMA number from Tailyn before shipping the product(s) for repairs or replacements.
- The RMA number must be clearly marked on the boxes.
- Products returned to Tailyn without a valid authorized RMA number and/or not clearly marked on the boxes, will be rejected.
- Tailyn RMA Department shall respond to a customer RMA request within 48 hours (holidays and weekend are excluded).
- Tailyn RMA Department's e-mail address is service@tailyn.com.tw.
- Tailyn RMA number is valid for 7 days after it is issued.
- The quantity and product specification of returned RMA goods must be in compliance with the original RMA form filled out by customer.
- RMA goods returned by COD will be rejected.

In Warranty Services

- Tailyn will offer equivalent replacement(s) for product(s) that are DOA or defective within 30 days of shipment.
- Products returned after 30 days of shipment will be repaired only.
- Tailyn will strictly honor one-in one-out policy, no exceptions.
- Products returned for repairs with physical damages, mishandled, misused, unauthorized modifications, missing serial numbers, missing parts and/or improper packaging may not be honored under Tailyn standard warranty policy.
- There will be minimum charge of US\$ 100.00 per piece to customer for No Fault Found (NFF) on returned products if no defects are found under Tailyn standard warranty claims.
- In the case of NFF, the customer will be responsible for both-way shipments.
- All warranty repairs or replacements will continue their original warranty.
- Customer must prepay one-way freight- in and Tailyn will pay one way freight-out for products under Tailyn standard warranty.
- Tailyn is not responsible for any damages during shipment. We recommend you to insure your shipment.

Out of Warranty Services

- Tailyn will offer 90 days warranty for out of warranty repairs.
- Customer must prepay for two-way shipments.
- Tailyn is not responsible for any damages during shipment. We recommend you to insure your shipments.

All out of warranty repairs must be paid according to terms before shipment.

Extended Warranty Services

- Tailyn will offer 2nd year extended warranty only to our customers for Tailyn products.
- Tailyn extended warranty must be purchased on new orders only and at the time purchase orders are issued to Tailyn.
- The extended warranty must be shown as a separate line on your purchase orders.
- The cost of the extended warranty and the qualified quantity will be determined by your account sales manager.
- Products returned under Tailyn extended warranty will be repaired only.
- Tailyn will strictly honor one-in one-out policy, no exceptions.
- Products returned for repairs with physical damages, mishandled, misused, unauthorized modifications, missing serial numbers, missing parts and/or improper packaging may not be honored under Tailyn extended warranty policy.
- There will be minimum charge of US\$ 100.00 per piece to customer for inspections on returned products if NFF under extended warranty claims.
- Customer must prepay for two-way shipments.
- Tailyn is not responsible for any damages during shipment. We recommend you to insure your shipments.

Packaging Requirements

- Customer must pack the returned products with anti-static bags. If the products are shipped to Tailyn without the anti-static bags, they may be considered damaged and invalid under Tailyn warranty policy.



Tailyn Communication Company, Ltd.

Customer Return Part Check List

RMA Request

RMA number:

Shipment Tracking Number:

Item	Mfg. Model Name	Serial Number	Reason for Return	In-Warranty (Y/N)
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

*Any failures must be accompanied by a detailed failure report.

Remark: To Be Filled by Tailyn
 To Be Filled by Customer

RMA Procedure:

1. All information must be completed in details and returned via email to service@tailyn.com.tw for RMA number prior to shipment.
2. RMA number will be issued and a repair quotation will be sent if the product is out of the warranty period. A minimum inspection charge may apply.
3. Shipment must be made within 7 days with tracking number provided on the form sent via e-mail to service@tailyn.com.tw. After 7 days, if no confirmation is received, your RMA request will be void.
4. Products must be properly packaged with RMA number on outside of each box shipped to the following address:
Tailyn Communication Company, Ltd.
RMA Dept.
No.10, Rung-An Road, Lu-Chu Hsiang, Taoyuan Hsien, Taiwan, ROC, Postal Code 33852.

If you have any questions or concerns regarding your RMA, please. contact our service dept. via e-mail to service@tailyn.com.tw or call 886-3-322-2201x786.