

Tailyn Communication Company, LTD.

Return and Repair Policy

Return Merchandise Authorization Numbers

- Before a customer ships a product back to Tailyn, the customer must obtain a valid RMA number.
- Products returned without an authorized RMA number clearly marked on top of the boxes, or returned without prior authorization, will be automatically refused and return to sender.
- The RMA Department is allowed up to 48 hours (holidays and weekends excluded) to respond with an RMA Number and requested form. RMA Department e-mail address is service@tailyn.com.tw.
- Authorized RMA Numbers will expire 30 days after they are issued.
- Only the Tailyn products and quantity specified on the original RMA request can be returned with the RMA Number issued.
- We reserve the right to refuse any item returned without an authorized RMA Number.
- Products returned COD (cash on delivery) will be automatically refused.

In Warranty Repair & Replacements

- Tailyn warrants that the product is free from defects in material or workmanship under normal operation.
- Products deemed defective within the first 30 days of the warranty period are eligible for Warranty Replacement.
- Tailyn has a Ship after Receive policy. We must receive the products before we can ship your replacements. If any item is critical to your operation we suggest that a backup item/system be purchased - talk to our Sales Department.
- After 30 days, products returned for in-warranty repair are NOT eligible for Warranty Replacement.
- Tailyn does not provide loaner units.
- Tailyn is not responsible for any product returned with Physical damage, evident mishandling, evident misuse, illegal modifications, missing serial numbers , missing parts and/or improper packaging will automatically void the warranty .

- If you return a product to us for repair or "because it doesn't work" and the product is found to work properly then we will charge you an "Analysis / Inspection" charge plus the return freight.

Out of Warranty Repair Services

- If a product is outside the warranty period & requires repair we will inspect, repair & return the item to you for a reasonable charge for the work & the cost for freight
- Warranty exclusions include, but are not limited to, physical damage, evident mishandling, evident misuse, illegal modifications and/or improper packaging.
- Electing not to have Tailyn repair the product, Tailyn can dispose of the product on-site for a minimal fee, or the product can be returned to sender.
- Product has expansion 90 days warranty from the ship date to customer.

Labeling and Address

- The RMA Number must appear on the outside of the carton(s) in BOLD print. Any product returned without a valid RMA Number will be returned to the sender.

Packaging

- Customer controllers MUST be returned in anti-static bags. If they are not, Tailyn will consider them damaged and ship them back to the sender.
- To avoid voiding the warranty, use Tailyn or equivalent packaging to return products. This includes complete packaging, high-density foam and/or cardboard separators.

Freight Payment

- The customer prepays one way freight charges for both in-warranty and out-of-warranty repairs. Tailyn is not responsible for damage during shipment. We recommend that you insure the shipment.

台林通信股份有限公司

產品回廠維修政策

RMA (Return Merchandise Authorization)

- 客戶將產品裝箱運回 Tailyn 維修之前，客戶必須事先獲得有效的 RMA 授權號碼。
- 退回之維修品若沒有在所有外包箱上清楚標示獲得授權之 RMA 授權號碼，或者客戶直接退回且未取得 RMA 授權號碼，恕不接受退換貨。退回之商品將原封不動退還給寄件客戶。
- RMA 部門會在 48 小時內(不含國定假日和週末)回應客戶 RMA 授權號碼及 RMA 表格之申請。RMA 部門電子郵件帳號<service@tailyn.com.tw>。
- RMA 授權號碼有效期限為 30 天。
- 退回之產品必須與原 RMA 表格內容所申請之數量規格相符合。
- Tailyn 拒絕接受任何未獲得 RMA 授權所退回維修的產品。
- Tailyn 拒絕接受任何以 COD(貨到付款)方式寄回之 RMA 授權維修品。

保固期限內的維修及換貨

- 在正常操作下，所有因材料或製作過程而造成損壞的產品將免費維修
- 出貨 30 天內產品故障，Tailyn 提供換貨
- Tailyn 對於換貨之政策是先收到不良品後再寄出更換品，如果任何產品對於您的運作機制是非常緊急且必要的，我們建議您添購備份的卡版或系統，請與我們的營業部門洽商。
- 出貨 30 天後，Tailyn 不提供換貨服務，只提供保固期限內之維修服務
- Tailyn 不提供任何的代用品供客戶使用。
- 保固期間的維修不包括對於產品本體的損害、明顯的錯誤處理、明顯的誤用、未經許可的修改、遺失產品序號標籤、遺失產品上的零件或者不恰當的包裝，這些將自動使保固失效。
- 如果您所退回之產品只是為了維修，或著未經貴客戶判斷好壞就送回維修，產品經 Tailyn 維修程序後發現是良品，針對此項產品 Tailyn 會收取產品之分析檢查測試費用及運費

保固期限外的維修服務

- 對於過保固期之維修品，Tailyn 會檢查、維修、測試該維修品，同時對客戶收取合理之維修費此費用包含維修作業成本及運費

- Tailyn 拒絕維修包括對於產品本體的損害、明顯的錯誤處理、明顯的誤用、未經許可的修改或者不恰當的運送包裝。
- 運回 Tailyn 不再提供維修服務之產品，台林將收取一點處理費來報廢此維修品或將此維修品寄回給客戶
- Tailyn 提供額外的 90 天保固給維修品，保固期從寄給客戶之日期開始計算。

RMA 標示和地址

- RMA 號碼必須清楚明顯的呈現在紙箱外面。任何未經授權之 RMA 號碼之維修品將退回給寄件人。

包裝注意事項

- 客戶必須將維修品包在防靜電袋內退回。如果未使用防靜電袋包裝，Tailyn 將視它們已受到損害，並將它們退回給寄件人。
- 為了避免被視為保固期無效，請使用 Tailyn 或者同等級的包裝來運送維修產品。這包括完整的包裝、高密度泡棉(並且/或者)硬紙板的分隔板。

運輸與保險

- 客戶對於"保固期內"和"保固期外"兩者的修理需負擔單程運輸的費用。
- Tailyn在運輸期間不對產品運輸損害負責。我們建議您對產品運輸作投保。