

# DOA and Non-DOA Return Policy

## DOA

Any product will be considered DOA if it fails within the first 14 calendar days after customers receiving the products at the customers site. After 14 Days, regular RMA process will apply.

## DOA Confirmation

DOA cases are handled with the highest priority. Please confirm your problems with our technical engineers. ADES will do everything possible to ensure that you are operational as soon as possible.

## DOA Return

After confirmation, an RMA number for the DOA return will be issued. Please be sure to include the following items along with your defective ADES product:

1. The RMA number is to be legibly written on the outside of the shipping container. If you are returning more than one box, please make copies of the label and attach one to each box.
2. "RMA Request & Report Form"
3. Defective items
4. INVOICE stating "Return for Repair" with total commercial value not exceeding USD\$100 / shipment.

### NOTE:

1. When sending CPU boards for RMA, please DO NOT include the CPU and its cooler, memory, hard drive, power supply, cables, drivers, manuals, or other peripherals and accessories, unless it is instructed so by the Technical Support Department.
2. All electronic parts should be wrapped in anti-static bags and shock-resistant bubble wrap.
3. It is the customer's responsibility to backup the contents of their hard drive, including any data you have stored or software you have installed on the hard drive. ADES shall not be responsible for any loss of data due to storage media failure. If during servicing the contents of the hard disk or any other data storage media are altered, deleted, modified or lost, ADES will not be held responsible.
4. If product is received without a RMA Identification Label and Packing List, or the said return is received outside the valid 14 calendar day time limit, the item(s) will be returned to the customer with return shipping and insurance paid by the customer.

All products covered by this warranty will be serviced at ADES Service Center. Unless otherwise instructed by ADES all products for RMA should be shipped to ADES at the following address:

**ADES Service Center**  
**Attn: RMA# (\_\_\_\_\_)**  
**4F-9., No.22, Wuquan 2nd Rd., Xinzhuang Dist.,**  
**New Taipei City 248, Taiwan**  
**ROC**

## Refund & Exchange

Please note that ADES does not provide refund or exchange service to the customers if the goods were not purchased "directly" from ADES. Users should contact the retailer or where the goods were purchased for return policy and refund information.

### A. For DOA Return

1. Product being returned to ADES as DOA will be subject to testing. If product returned is tested and not found DOA, the product will be returned to the customer. The customer will be charged freight and insurance on the return.
2. Customers with credit terms that request an advance replacement for the DOA item will be invoiced for said replacement product. DOA advance replacements will be shipped freight free via air parcel or air speed post.
3. Credit will be applied to your ADES account when the DOA product is accepted, verified and approved by ADES.

### B. For Non-DOA Return

1. All Non-DOA returns will be assessed a restocking fee of 30 percent or \$50.00, whichever is greater.
2. Non-DOA Product must be un-opened. If a manufacturer/ vendor seal is located on the item, it must not be broken. The Product box must be clean and undamaged, with no usage marks of any kind. Product must be free of any external markings, stickers, etc.
3. All Non-DOA products without a seal will be opened and inspected by ADES RMA Technicians. Product must be complete with all manuals, cables, warranty cards, static bags, etc., just as it was originally received by the customer.

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