



Warranty, Return Merchandise Authorization (RMA) Policy & Procedures

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Warranty

- All products carry 12 months warranty, from the date of purchase or arrival.

Return Policy

- CLiPtec® reserves the right to repair, replace or credit, subject to verification of parts being defective and originally purchased from CLiPtec®, under any circumstances.
- CLiPtec® will not warrant products which are misused, mishandled, improperly protected from static, damaged, repaired by an unauthorized person or company, have broken warranty seals, or have been improperly installed, or used in a manner which they were not intended.
- DOA (dead on arrival) parts, or any shipping discrepancies, must be reported to CLiPtec® within 7 days from the date of arrival.
- Products returned for credit under cancellation of order by customer, or for exchange are subject to a 20% re-stocking charge. Alternatively, said items may be purchased at cost or fair market value within 3 days of purchase (date of invoice). CLiPtec® reserves the option to credit, repurchase, or exchange such products under any circumstance. All returned products must be new, unused and in original, unopened packaging.
- All returned products must be pre-paid by the sender.
- No cross-shipments will be allowed, unless prior written consent is received from CLiPtec® for the shipment in question.
- CLiPtec® will try its best effort to serve its customers on all returned products within a reasonable turn-around time. However this may vary due to unforeseen circumstances.
- All special-ordered products are non-cancelable, non-returnable, and non-refundable, unless otherwise agreed by CLiPtec®.
- Incompatibility is not considered a functional problem, and will not be an acceptable reason when applying for an RMA.
- CLiPtec® will prepay the shipping cost of replacement products, returned to the customer under a valid RMA, or ship said products with the customer's next order; whichever is earliest.
- If no fault is found with products returned to CLiPtec®, they will be sent back to the customer via freight collect.

Discrepancy & Loss / Damage of shipments

- Customers are required to call CLiPtec® within 3 days of arrival in the event of any lost or damaged shipments.

RMA Procedures

CLiPtec®'s customers must follow the following RMA procedures:

1. Please ensure that you have the following information available before contacting CLiPtec®:
 - Valid Invoice, which shows: Invoice Number, Date, Product Description, and Quantity.
 - Detailed reason for return
 - Condition of product
2. Customers may either call, fax or email CLiPtec® Service Department.
3. Ensure that the defective / returned products are well packed in anti-static bags and other appropriate materials such as foam and bubble wrap, so that they are properly protected during shipping. A copy of related documents must accompany the returned items.
4. Ship the package to the correct CLiPtec® address with freight pre-paid.
5. RMA requests that are incomplete will not be granted.