List of Acronyms:

Acronyms	Stands for
COTS	Commercial Off The Shelf
CTOP	Configure To Order Products
AE	Application Engineer
DAP	Delivered At Place
DOA	Dead-On-Arrival
ESD	Electrostatic Discharge
EESICO	Egypt for Embedded Systems and Industrial Computers
NPF	No Problem Found
OOW	Out-Of-Warranty
OS	Operating System
PI	Pro-forma Invoice
RMA	Return Merchandise Authorization
SLA	Service Level Agreement

1. Service Issue

1.1. Repair and Technical support of EESICO-branded COTS Hardware products and third-party COTS Hardware products used to be assembled in EESICO CTOP.

1.2. Repair and Technical support services don't include software updates or non-contracted renewal for expired software licenses.

1.3. Repair and Technical support services don't include non-EESICO-branded software issues

2. Warranty Period

EESICO branded off-the-shelf products and third-party off-the-shelf products used to assemble EESICO configure to order products are entitled a prompt local warranty service, from which customer will be immune from product defects in design, materials, and workmanship. The EESICO warranty service starts from the date of shipment and warranty period varies from product categories. The actual product warranty terms and conditions may vary based on sales contract or individual SLA.

3. Repairs under Warranty

3.1. DOA Policy

It is possible to obtain a replacement during the first 30 days of the purchase, to arrange replacement or fast repair if the product was purchased directly from EESICO and the product is DOA. The DOA excludes any shipping damage.

For those products which are not DOA, the return fee to an authorized EESICO repair facility will be at the customers' expense; in addition, shipping terms for DAP incoterms is recommended. When product being reconstructed, its shipping fee from EESICO back to customers' sites will be at EESICO's expense during warranty period, from which shipping terms for DAP will be adopted.

3.2. Exclusions from Warranty

The product is excluded from warranty if:

- The product has been found to be defective after expiry of the warranty period.
- Warranty will be voided if product being updated/upgraded by customer or third party, or removal or alternation of its identification labels.

- The product has been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or failure caused which EESICO is not responsible whether by accident or other cause. Such conditions will be determined by EESICO at its sole unfettered discretion.
- The product is damaged beyond repair due to force majeure (natural disaster such as a lightning strike, flood, earthquake, etc.)
- In case of tampering detection.

4. Obtaining an RMA Repair Reference

All returns from customers must be authorized with an EESICO RMA Repair Reference. Any returns of defective units or parts without valid EESICO RMA Repair Reference will not be accepted; they will be returned to the customer at the customer's cost without prior notice.

An EESICO RMA Repair Reference is only an authorization for returning a product; it is not an approval for repair or replacement. When requesting a EESICO RMA Repair Reference, please Contact EESICO Service Center with an activated Email.

You must fill out basic product and customer information form and send it to rma@EESICOegypt.com , and describe the problems encountered in detail in "problem description". Vague entries such as "does not work" and "failure" are not acceptable.

If you are unsure the problems related to hardware or not, please contact EESICO's AEs because they may be able to find a solution that does not require sending the product for repair.

The serial number of the whole set is required even if only a key defective part is returned for repair. Otherwise, the case will be regarded as OOW.

5. Returning the Product for Repair

- It is recommended to send Board-level product without accessories (Manuals, Power Adapters, Cables, etc.), if you send all these added-on components with defective to EESICO facility, as you believe they may be related to the problem, please make notes clearly that they are included. Otherwise, EESICO is not responsible for any items not listed.
- It is recommended to back up your data before sending out the physical defective, and tell EESICO if OS Re-installation is not permitted.
- For system-level products, if customer has removed any Key-Parts from defective, please leave message on "Problem Description" to ensure a smooth and correct debug procedure, or turnaround time might be affected.
- Enclose EESICO RMA Repair request receipt to the carton, and suggest to remark EESICO RMA Repair Reference in boldface outside the carton for better recognition.
- All products must be returned in packed ESD material or anti-static bags properly. EESICO reserves the right to return unrepaired items at the customer's cost if its packing was considered inappropriate.
- if product function failed during warranty period but exceed DOA period, Customer should bear its Shipping charges to EESICO. Or, when product either falls into OOW period or being determined to be excluded from warranty, as described on Section 2.2, customer should take full responsibility for the cost induced by both product reconstruction and its round-trip transportation.

6. Service Charges

For a product meets following criteria and being determined to be excluded from warranty protection, its service claim will be charged. To carry on such service claim, EESICO should inform customer by e-mail or other instruments and receive customer approval prior repair actions take place.

Service charge will be applied if:

- The product is OOW.
- The product is NPF result is obtained.

For service charge rate, please contact EESICO service center for details. For an OOW service claim, EESICO should deliver its repair Quotation by e-mail or other ways within 10 working days after receiving of physical goods. Customer ought to response such Quotation within following 10 working days, or such service claim might be disregarded and physical goods might be disposed at EESICO sole discretion. During quotation approval procedure, customer might require PI to deliver by EESICO, which is only deliverable by request; or, a commercial invoice will be followed when required service is completed. Or, if such a service requires pre-payment, please put EESICO RMA Repair Reference or Quotation number as reference while payment arranging and notify EESICO by e-mail or other ways with a copy of payment slip or receipt attached.

EESICO reserves the right to deny repair services request if customer did not return defected unit to EESICO facility or no response to quotation. Meanwhile, EESICO will scrap defective products without prior notice if customers no response to quotation within TWO months. During such TWO months awaiting quotation approval, EESICO should provide at least TWO notifications as reminder and one final alert as conclusion thru e-mail or other ways.

If a product was repaired by EESICO and same problem reoccurred in THREE months after its pervious repair, EESICO should be responsible for reconstructing product function without charge to customer. However, such repairs-without-charge do not apply to products which have been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or failure caused which EESICO is not responsible whether by accident or other cause.

7. Custody of Products Submitted for Repair
EESICO will retain custody of a product submitted for repair for three months as if waiting for pre-payment to fulfill or response of quotation. During such period, EESICO should stay in touch with customer under discussion of such topic. If customer failed to respond within such a period, the possession of product will be deemed to give up and EESICO will take over the right for product disposition.