



MICRO ID Warranty Policy Statement

INTRODUCTION

This **Return and Warranty Policy Statement** applies to MICRO ID equipment.

As all statements herein are subject to change, please check our website at www.microidee.com for the latest policy.

Effective date of this policy is July 1, 2008.

Note: Dealer, distributor and integrator return and warranty policies may vary. Consult your MICRO ID program agreement, if applicable.

1. WARRANTY

MICRO ID SDN BHD warrants its equipment and workmanship free from manufacturing defects for:

- a) a period of 12 months for Local Customer and 15 months for International/Overseas Customer.

The actual warranty period starts from either:

- a) The date of shipment from MICRO ID SDN BHD (point of origin); OR
- b) The Manufacturer's Date Code as implied from the equipment's manufacturing serial number (if the shipment date is unknown or cannot be proven).

Defective warranty equipment must be returned to MICRO ID's (*point-of-origin*) for repair and replacement. For warranty repairs, MICRO ID will cover parts, labor, and freight & handling charges for outgoing, while customer will only cover the freight & handling charges for incoming.

2. NON-WARRANTY

MICRO ID's warranty **shall not** extend to any material/part which is determined to be defective as a result of:

- a) misuse, abuse (*including intentional acts or attempted intentional acts of removing/defacing/altering manufacturing serial number and/or repairing sticker(s)*);
- b) improper and incorrect handling or storage, operation or maintenance, and/or installation of the said equipment;
- c) unauthorized and improper alteration and modification, or equipment disassembling in such a manner as to adversely affect performance or prevent adequate inspection and testing to verify any warranty claim;
- d) acts of God and natural disasters such as lightning strike, flood, etc.;
- e) unusual deterioration of the material due to physical environments in excess of the limits set forth in material manuals (*such as external electrical fault, power surges or failure*).

For non-warranty repairs, MICRO ID will provide you with a repair estimate that includes charges for parts, labor and/or shipping (if applicable). Repair charges are based on parts



MICRO ID Warranty Policy Statement

and labor, and will vary based on actual equipment and condition. Customer is required to issue a purchase order and is responsible for all freight charges.

3. LIMITED EXTENDED WARRANTY PERIOD FOR REPAIRED ITEMS

- a) Micro ID will cover the repaired items against the same hardware failure/defects 90 days from the date last repaired. Items out of warranty period especially, will benefit from this policy, as it ensures that the customers are not being charged twice for the same period.
- b) Items under warranty shall be covered in accordance to the validity of its warrant period.
- c) However, in the event the repaired item came back to Micro ID within 90 days with different hardware failure(s) other than the one(s) last repaired, then the component(s) replaced cost will be chargeable. However, Micro ID will not charge the labor cost other than the components cost within the 3 months limited extended warranty period.

4. PACKAGING YOUR RETURNS

Protecting the value of returned products by packaging and shipping them correctly is the Customer's responsibility. We will not be responsible for any costs arising from damages incurred during shipment. We reserve the right to deny warranty coverage for any damage caused by failing to meet the following packaging requirements:

- a) External packaging must be sufficient to protect the contents from the usual hazards of shipping.
- b) All parts must be packed securely inside the external shipping carton to prevent possible mechanical damage during transportation/shipment.
- c) Small parts such as electronic components must be taped and/or contained in a anti-static protective packaging or an equivalent substitute.

5. RETURN SHIPMENT / TRANSPORTATION COST

- a) All delivery or transportation cost for items sent for repair services, to and from MICRO ID, shall be borne by customer if the product is over the warranty period.
- b) All delivery or transportation cost for items sent for repair services to MICRO ID shall be borne by customer and the return transportation cost from MICRO ID to customer shall borne by Micro ID if the product still under warranty period.
- c) Local customer within Klang Valley, Malaysia can collect repaired items from MICRO ID directly at the above mentioned address.
- d) Outstation local customer (outside of Klang Valley) as well as Overseas customer is required to furnish the details of his appointed freight forwarder/transport agent and courier company and the preferred mode of shipment to MICRO ID. In that respect, Customer is required to establish his own account with a freight forwarder and/or transport agent and a courier service company.
- e) In the event, Overseas customer requests for shipment on MICRO ID's account, MICRO ID reserves the right to invoice customer a handling charge of



MICRO ID Warranty Policy Statement

USD30.00 in addition to the appropriate freight/transport charges to be quoted by MICRO ID, and such costs/charges are required to be paid by Telegraphic Transfer in Advance prior to shipment.

Overseas customer is responsible to advise and/or update MICRO ID on all necessary and pertinent import regulations enforced by the government-of-the-day of the country of Customer, and such other relevant and pertinent features peculiar to the country, so as to minimize shipment irregularities. In the event that goods are held-up and or returned, all costs arising there from and incurred, shall be borne solely by Customer. Such costs will be itemized separately to the Customer on cash basis. Customer agrees to promptly reimburse MICRO ID accordingly upon receipt of the relevant billing/invoicing.

6. PAYMENT TERMS

Standard payment term is strictly **cash basis**.

a) Payment methods for **Local Customer**:

- I. Cash Payment – Cash payment to be paid directly to our **authorized** personnel in Micro ID office.
- II. Cheque Payment – Cheque issued to be made payable to “**MICRO ID SDN BHD**”.
- III. Telegraphic Transfer (T/T) or Direct Remittance – Payment to be remitted directly into our **Public Bank Account No: 3134594526**. Copy of Bank Deposit/Remittance Slip is required to be faxed to RSC as proof of remittance.

b) Payment methods for **Overseas Customer**:

Payment is to be remitted either by banker's cheque or by telegraphic/wire transfer.

If payment is by telegraphic/wires transfer, kindly T/T payment (USD) to:

**" HSBC BANK MALAYSIA BHD
(SWIFT ADDRESS: HBMBMYKL)
NO. 17/23, JALAN SULTAN, 46200 PETALING JAYA
SELANGOR, MALAYSIA
IN FAVOUR OF
MICRO ID SDN BHD'S USD A/C NO.: 202-124962-725 "**