



## 廣安科技股份有限公司 保固說明

- ARECA 提供 3 年 ( 36 個月 ) 有限保固給我們的整機系統，其中包含了主板、子卡、背板、機箱、介面卡 RAM 及配件，保固起始日將以 ARECA 出貨日為基準 ( 以 ARECA 出廠序號為準 ) 。
- All Products shipped from Areca are basically warranted a period of 3 years (36months), unless otherwise stated case by case. Areca Warranty covers main board, PCI card, backplate, Subsystem Raid case, RAM on PCI card and accessories, all products warranty base on the dates shipping out from Areca.
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- All warranty base on In the event of a defect in materials or workmanship, Areca will replace the product with a whole new substitution or repair the product with new or rebuilt parts within one year from the date of original invoice issued by Areca
- DOA ( Dead On Arrival ) 為 30 天整機保固，並採交叉寄送 ( Cross-Shipment ) 方式。
- DOA ( Dead On Arrival ) under 30 days of full warranty, and will be base on (Cross-Shipment) for exchange.
- 3 年有限保固定義係指 3 年的人工維修費及 1 年的零件費用將予以免費保固，第 2 年及第 3 年的零件費用將需收費。
- 3 years of limited warranty: 3 years of no charge on workmanship and with first year defect parts will be replace, second & third years all defect parts will be charge. In the event of a defect in materials or workmanship, Areca will replace the product with a whole new substitution or repair the product with new or rebuilt parts within one year from the date of original invoice issued by Areca.
- 所有保固的產品若其序號或保固標籤貼紙有破損或被撕除無法辨識的情形發生，則保固立即無效。
- Products with the destroyed, detached, and/or unrecognizable product warranty label are considered as NO warranty. For your own right, please DO NOT detaches the original product warranty label.
- 申請 RMA 維修需求時請依照 RMA 流程辦理，若未辦理完整手續則將不發給 RMA 號碼，若無 RMA 號碼又將不良品發往 ARECA 公司時則該筆 RMA 將延後處理。
- Customer to contact Areca Sales for telling cause of defect, and fill out a RMA Form, this must be completed before Areca issue Return Material Authorization number (RMA#). For all Defect products return to Areca without RMA#, the defect products will be on-hold till RMA Form has completed.
- 天然災害及人為疏失所造成的任何損壞均屬人為性損壞，該判定權屬 ARECA 公司。
- Areca reserves the right to justify the product damages or failures caused from misuse, mishandling, abuse, neglect misapplication, accident, alteration, faulty installation, modification by user, failure of working in associated with other non-verified products, Acts of God.
- 若是 ARECA 原廠產品被以妄用、不正確使用、變更其原有外觀或設計，且未經 ARECA 公司授權者，則 RMA 號碼將自動失效，並原產品返回給客戶端，並由客戶端自行承擔損失責任。
- The foresaid warranty does only cover failure due to defects in materials or workmanship which occur during normal use. It does not cover damages or failures caused from misuse, mishandling, abuse, neglect misapplication, accident, alteration, faulty installation, modification by user, failure of working in associated with other non-verified products, Acts of God. This product warranty is extended only to the original purchaser and is not transferable.

## RMA 程序

### Apply for RMA

1. 客戶需先填妥送修單及基本資料後傳回 ARECA 公司用以申請 RMA 號碼，ARECA 公司將於當天登錄後給予 RMA 號碼。  
Customer must fill out a RMA Form and fax or email to Areca, Areca will issue RMA # within same day.
2. 當申請 RMA 的要求被接受時，則將會以 FAX 或 E-Mail 的方式將 RMA 號碼發給客戶端，此時請客戶在外箱上標明清楚所要寄送的 RMA 號碼，若未標明清楚 RMA 號碼，則貨品將會被退回。

Customer will be received RMA# by FAX or email, when RMA # has issue by Areca. When returning a product to Areca, the product package must be well packed under a good protection condition with RMA # on the package. Otherwise the package will be return back without go through repair process.

The product package must be enclosed with at least on sheet of finalized RMA Form with RMA#. If there is more than one piece of similar product included, each with a note specifies the cause of defect is required. All documents for transportation must appear "Return merchandise for warranty claim". This is to avoid unnecessary taxes.

3. 保固期內且非人為性損壞的產品若無法維修則更換新品或同級產品。

Under warranty if it is determined the product can not be repaired and not cause by human error, product will go through warranty replacement procedure.

4. RMA 保修只針對原廠配備，並貼有 ARECA 原廠標籤的硬體產品。

All RMA services are target to ARECA product and has ARECA label on the product.

### Full System 的保固及維修方式

#### Full System warranty & repair

1. 保固時程為 3 年有限保固。  
3 years of limited warranty.
2. 系統上需有保固貼紙序號，若保固貼紙遭毀損或撕除無法辨識，則該產品保固立即失效。

Products with the destroyed, detached, and/or unrecognizable product warranty label are considered as NO warranty.

3. Full System 維修時不保證客戶硬碟內資料的完整性，請客戶事先備份。

Areca provide its most comprehensive technical support & repair, but are not liable for any damage to or loss of any programs, data, or other information stored on any media. Customers are advised to backup data before send for repair.

4. 送修系統時請以原廠配備原樣返回，並以原廠包材包裝，非原廠保固物品請移除，ARECA 公司不對非原廠的物品負責，若無使用原廠包材包裝部品，而使得運送過程中造成二次損壞，且無法進行維修，則該不良品當場退回，保固立即失效，客戶端需自行承擔一切損失責任。

When returning a product to Areca, the product package must be well packed under a good protection condition with original package and DO NOT included any items not belong to original system.

Areca will not responsible to any items damages or lost come with Areca product sent for repair.

Any Areca repair unit not package with original package and cause the damage during shipping, and this cause not repairable, Areca reject and return to customer with void warranty. Customer will be responsible for all the cost with has generate by return items. All documents for transportation must appear "Return merchandise for warranty claim". This is to avoid unnecessary taxes.

## DOA (Dead On Arrival)

1. DOA 時限為 30 天，從 ARECA 公司發貨日起算。

DOA ( Dead On Arrival ) is under 30 days from the date Areca product ship out.

2. DOA 品以新品換貨處理，並以交互寄送方式寄送貨品，寄回的部品需完整。

DOA ( Dead On Arrival ) replacement will be base on (Cross-Shipment) for exchange, return product must be in full package.

3. 客戶端需於 10 天內將原有不良品完整包裝（ 含所有附件 ）寄回 ARECA 公司，超過 10 天後才寄回或收到的部品為不完整（ 依據 ARECA 公司的部品配件清單 ）者將收取 15% 的手續費。

Customer must sent the DOA product in full package with all accessories back within 10 days, Otherwise there 15% of services charge for DOA product return with or without all accessories in the package after 10 days.

## 送修品 (Return Repair)

送修的不良品寄送時請勿將其配件（ EX: 使用手冊、驅動程式光碟片...等 ）一起寄回，除非 ARECA 公司要求一起寄回，否則 ARECA 公司不付任何的賠償責任。

When returning a product to Areca, the product package must be well packed under a good protection condition, DO NOT sent any accessories (Ex: User manual, CD...etc.) along with the return repair unit. Unless Areca request accessories item needs to be return along with repair unit. Otherwise Areca will not be responsible for any lots accessories. All documents for transportation must appear "Return merchandise for warranty claim". This is to avoid unnecessary taxes.

## RMA 維修期限

### RMA Repair Lead Time

1. DOA 維修期限是以收貨起 3 天完成出貨。

The DOA (Dead On Arrival ) return will be repair within 3 days from the time received.

2. 一般維修期限是以收貨起 2 星期內完成出貨。

RMA return will be repair within 2 weeks from the time received.

## 過保固服務

1. 過保固維修將會收取維修費，維修後的部品將額外提供 90 天的保固。

There will be services charge for product over warranty, 90 days maintenance and service warranty (started from the date of invoice and/or receipt) is offered to maintain repair products.

2. 過保固期產品維修若需收費則 ARECA 公司將先發估價單給客戶，客戶同意簽回估價單後才進行維修。

Areca will notify customers with quotation for warranty expired on return repair. Return repair will not be repair until customers agree the cost of repair.

3. 若過保固產品送修，並經由 ARECA 公司判定無法維修時，則不收維修費用。

Areca will notify customers for warranty expired on return repair can not be repair and will be no service charge.

4. 若產品無法保修，客戶收到貨使用期超過 3 年以上時，因產品停產或是無法取得原料時，依判斷不予提供保修服務。

The product defect and out of 3 years warranty will not be repair by Areca due to product EOL or parts is no longer available to purchase.

## 規章適用範圍

以上 RMA 規章只適用於經銷商、通路商及代理商，其規章的解釋及修改權歸 ARECA 公司所有。

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