

## **BriteMED Warranty, DOA and RMA Policy**

BriteMED Technology Inc. warrants the company's products against defects in material and workmanship under normal use. The warranty period by products is listed in Appendix A.

### **In Warranty Returns and Repairs**

The warranty is voided for products that have been misused or improperly installed or with unauthorized repairs. All returns should be shipped in well-protected packing condition. It is much better if the defective products are shipped in the original packing materials. BriteMED would not be responsible for damages occurred during transportation.

All return goods must have a Return Authorization Number which is obtained through BriteMED sales representatives or RMA specialist prior to the returning of products. Without a valid Return Authorization Number the return goods would not be processed. For failure analysis purpose, a RMA Request Form provided by BriteMED shall be filled by the customer to describe clearly the nature of the failure.

Shipping charges, one way is to be paid by the customer and the other way is to be paid by BriteMED. The customer shall send the return goods by pre-paid shipment direct to BriteMED's factory located in Taiwan, or BriteMED has the right to reject the receipt of the returned products. In case the return goods are shipped by Air cargo, all the import charges should be on sender's expense.

### **Out Of Warranty Returns and Repairs**

Shipping charges, both ways, are paid solely by the customer. Repairing fee is charged depending on the defective status. BriteMED sales representatives or RMA specialist will issue a Performa Invoice to the customer for confirmation. Repaired goods are returned upon receipt of full payment.

### **Defect On Arrival (DOA)**

The customer shall test the products thoroughly as soon as the shipment received. The products are DOA within thirty (30) days since BriteMED's shipping date or based on the serial number. The customer shall inform BriteMED the serial numbers, Invoice number and fill out the RMA Request Form in the Appendix B. BriteMED shall provide a RMA Number for the goods return and meanwhile replace them with the new ones if the

products are DOA. Shipping charges, both ways, are paid by BriteMED.

**RMA Procedure :**

Step 1. Obtain a RMA Request Form from one of the BriteMED's sales representatives and complete it in details.

Step 2. Upon completion, return the completed RMA Request Form to the BriteMED's sales representative or RMA specialist for a Return Authorization Number.

Step 3. Referring to the conditions stated in the RMA request form, BriteMED shall judge and provide a proper RMA number.

Step 4. Once the RMA number is received, enclose the RMA Request Form with the defective goods and send to BriteMED.

Step 5. BriteMED shall repair and return the goods with the same RMA Request Form filled with Repair Report.

## APPENDIX A. Warranty by Product

Model No.	Product Description	BriteMED Standard Warranty
ECG-D12	PC-Based Resting ECG	Twenty-four (24) months from the shipping date (Subsidiary accessory is not included)
MMC-21C MMS-21CA MMS-21CT	Medical Monitor	Twenty-four (24) months from the shipping date (Subsidiary accessory is not included)

## APPENDIX B. RMA Request Form

Please fill out the below information and send to BriteMED sales representative or RMA specialist to receive the RMA number. Please put the RMA number in the shipping documents for BriteMED's reference. Thanks.

Company	
Date	

### Defective Product List

Model Number		Serial Number	
Invoice Number		Defective Type	
Defect Description			
Model Number		Serial Number	
Invoice Number		Defective Type	
Defect Description			
Model Number		Serial Number	
Invoice Number		Defective Type	
Defect Description			

Model Number		Serial Number	
Invoice Number		Defective Type	
Defect Description			

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**Below are filled by BriteMED sales representative or RMA specialist.**

BriteMED RMA Number	
RMA Number Issue Date	