



MAGIC POWER TECHNOLOGY CO., LTD.

Warranty and RMA Policy

保固暨回修品政策

Magic Power Technology guarantee customers to offer full product warranty and complete RMA service.

天掄股份有限公司承諾將提供完整的產品保固和完善的回修服務。

Of most products, 3 years warranty is provided from the delivery date of Magic Power. (As to the MAE series, there will be 2 years warranty instead.)

In specific situation or for some products, the identification will be determined by the barcode above.

除 MAE 系列為兩年保固外，其餘產品自天掄出貨之日起算，皆提供三年保固。惟有特殊之情況或特定之產品，將以機身上之條碼進行保固期認定。

Warranty Exclusion

產品保固除外條款

1. The label of product, such as barcode number is missing, damaged, fallen apart or...etc. causing the information for repair is too hard or cannot be identified.
若產品之標籤，如條碼已遺失，毀損或脫落等等，致維修資訊難以，或不能辨認。
2. Damage result from disaster, self-modification, bad usage practice, negligence or poor environment...etc.
因災害，自行改裝，不良使用習慣，個人疏失或使用環境惡劣等因素而導致之損壞。
3. Problems are not cause by product itself. For instance, improper setup or false connecting to external devices.
非因產品自身所生之問題，例如：組裝錯誤，未妥善連接外接式設備。

Warranty and RMA service

1. Valid Warranty

保固期內

If the product is still within warranty period, there will be no cost on RMA.

如於保修期內，無需支付 RMA 費用。



2. Invalid Warranty

保固期逾期

If the product is NOT within warranty or applicable in warranty exclusion, the cost will be evaluating by Magic Power later then inform customers. When the damage is too serious to repair, or base on other consideration that Magic Power recommend not to repair, we will notify our client about the situation and might charge for inspection fee depends on different condition.

保固期已逾或符合保固除外條款事項之時，維修費用將由天掄評估後通知客戶。當損害太過嚴重或基於其他考量而不建議客戶維修時，天掄將另行通知並斟酌收取測試費用。

3. Exception

例外

The above cannot restrict the terms about RMA and warranty stated in agreed agreement or contract.

若就 RMA 或保固事項於協議或合約中另有約定，該約定應優先適用。

Delivery and Freight

運送方式與費用

1. Please contact Magic Power before sending back the products. Details such as model number, amount, product condition and shipping method will be confirmed by our sales.

將產品寄回前，請先與天掄聯絡。業務將會和您確認機種型號，數量，毀損狀況與運送方式等相關資訊。

2. Please make sure the products are well packed so damage will not be cost or increase during the shipment.

請將產品妥善包裝以免於運送過程中造成，或加劇損壞。

3. The defective components will not be return. Meanwhile, the freight is not included in the quotation of maintenance fee.

換下之不良零件不會寄回予客戶。而回修品之維修費報價，不包括運送費用。

4. The freight should be prepaid by senders each. Only for special condition that



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exception is made. In addition, please note that the delivery will be only shipped directly to our customers, if customers prefer to ship to places that are not on the contact list, or to third party, the extra freight will have to be charge.

除有特殊情况外，運費採一方一趟之模式。請注意，天掄只會將回修品寄回給客戶，若客戶需要將產品寄到其他地方，或寄給第三方，天掄將另外收取額外之運費。

Notice

其他事項

1. After the quotation or the repair is complete, by any method, Magic Power is not able to reach the customer within a month, customer will be regard as giving up the products. Magic power then has the right to dispose the products.
於報價或維修完成後，如天掄在各種情況下皆無法聯繫到客戶，則將視為其放棄該回修品，天掄將有權任意處置該產品。
2. After the maintenance is complete, despite the invalid warranty, we will reassure 3 months of warranty.
維修結束後，天掄將重新付予產品 3 個月之原廠保固。