

## **ULINK Hardware Repair Policy**

### **Procedure:**

1. The customer provides Serial Number of defective hardware and takes pictures of defective hardware (both sides) and describes the issue through emails to the ULINK team.
2. ULINK team evaluates the information provided by the customer and determines whether the hardware can be repaired or not.
3. If the hardware is considered repairable and the customer wants to proceed with the repair, the customer should fill out Repair Request Form (see next page) and ship the hardware back to ULINK US appointed address.
4. After receiving and examining the hardware, ULINK will send the hardware to ULINK hardware partner for repair. After receiving the repaired hardware, ULINK will provide a quote to the customer. The customer then prepares a PO and ULINK will ship the hardware to the customer after receiving PO.

### **Freight Charges:**

If the hardware is out of warranty, the customer is responsible for both inbound and outbound shipping charges. In the case when the returned hardware cannot be repaired after ULINK's best effort, and if the customer wants the hardware back, the customer will pay for the freight charge to ship the hardware back to the customer.

If the hardware is under warranty, ULINK will repair it for free and ULINK will pay for both inbound and outbound shipping charges. In the case when the returned hardware cannot be repaired after ULINK's best effort, and if the customer wants the hardware back, ULINK will pay for the freight charge to ship the hardware back to the customer.

### **Turnaround time:**

After ULINK receives the defective hardware, it will take approximately 8 weeks for ULINK to ship back to the customer.

### **Warranty for the repaired hardware:**

The warranty for the repaired hardware is 100 days from the Ship Date (Ship Date: The date ULINK ships the repaired hardware to the customer. Ship Date can be found on the invoice.)

Hardware needs to return to ULINK US address:

Please contact [support@ulinktech.com](mailto:support@ulinktech.com) for return address.

## ULINK Hardware Repair Request Form

Hardware Product ID:	Serial No:
Company Name:	
User Name:	
E-mail:	
Phone Number:	
Request Date:	
Describe damages that can be seen on the hardware physically:	
List the PC used for test and the device(s) tested: Test PC: Device(s) tested:  Describe functional Issue:	

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