

# **First International Computer, Inc.**



## **CSD SERVICE AGREEMENT**

**January, 2000**

**Version 2.3**

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## 1.0 Purpose

To provide a basis from CSD (Customer Service Department) for the determination of FIC Customer Service and Product Repair Agreement for both FIC Sales and all FIC Portable PC customers.

## 2.0 Scope

This guideline is applicable to the following products:

- 2.1. Products produced by FIC
- 2.2. Sub-ass'y parts purchased by FIC for either installation and/or selling as FRU parts within/with FIC product, such as FDD, HDD, LCD, CD-ROM, ...etc. , but which will not include the consigned items.
- 2.3. Products purchased by FIC and sold with FIC's products or as FRU parts, such as Modem, SIMMS module, Car Adapter, ...etc.

## 3.0 Definitions

### **Field Replaceable Units (FRU)**

Field Replaceable Units are the parts used to repair the product. FRU Parts are classified into three levels, level A, B, and C. Level A Parts are the major replaceable subassemblies. Level B are miscellaneous hardware and enclosure parts. Level C are normally the breakdown of Level A. (Please refer to Appendix G "FIC FRU List - Birch Plus" for an example.)

### **Dead On Arrival (DOA)**

Dead On Arrival (DOA) systems are those units that have failed upon arrival at the customer's location. For the disposition of DOA units, it's customer's responsibility to submit the DOA claim within 45 days from the date of the delivery of product from FIC and to ship out these units to FIC within 14 days of claim. FIC shall complete the swap within 7 working days from the date the RMA package arrives at FIC.

## 4.0 Warranty Understanding

- 4.1. Warranty period and coverage will be as the descriptions in appendix A “Warranty Policy”. Any discrepancy with CSD Warranty Policy or Service Coverage will be specified in individual Agreement signed between FIC and Customer in the premiss of CSD’s confirmation.
- 4.2. Warranty services will cover only the defects in the materials or workmanship of the module/assembly of the products occurring from the normal and reasonable use of the products.
- 4.3. Products failing within warranty period and coverage shall be free of charge on labor service and material repair/replacement to customer, but requests for returning of the defect products will not be honored by FIC until customer completes and submits the RMA request form to FIC and the customer is assigned an RMA number from FIC for each product claims.
- 4.4. Warranty coverage also includes any options purchased at the same time as the system. Warranty policy for these options will be the same as those described in this agreement.
- 4.5. Services for any defect resulted from an improper handling and/or utilization by customer or any item mentioned in the list of “Services Not Under Warranty” shall be charged to customer. Standard charges will be described in provisions 6.1 and 6.2 for labor and material respectively.
- 4.6. In the process of RMA service, customer shall arrange and pay the insurance and freight for returning the products back to FIC. FIC will oppositely bear the insurance and transportation fees on delivering the products back to customer except those regulated by other service agreement. In case that services required by customer are out of warranty or the responsibility of the failures are not ascribable to FIC, the customer will be the one who shall bear shipping cost on delivery both way.

## **5.0 Post Warranty Support**

Generally, FIC will provide Warranty and Post-Warranty support to customer for FIC products for a minimum of three years from the date of the delivery of shipment of product to customer. Labor and material service in the first year (Warranty Period) will be free of charge to customer, but service in the second and third year (Post-Warranty Period) shall be charged to the customer. This will include labor, material, and technical support.

## **6.0 Standard Charges**

### **6.1. Material Charges:**

Charge standard will be as per signed agreement between Customer and FIC. The cost of parts/components replaced on out of warranty repair and customer's responsibility will take the prevailing market price as a basis.

### **6.2. Labor Cost:**

Charge standard will be as per signed agreement between Customer and FIC. Standard labor cost for out of warranty service and customer's responsibility:

USD 65.00 per complete unit

USD 45.00 per board level repair

USD 25.00 per unit handling charge plus repair charge request by supplier for HDD, LCD, FDD, power adapter.

USD 45.00 per unit handling charge on "No Problem Found" return.

## **7.0 FRU Parts Supply**

FIC shall have the responsibility in preparing FRU parts for services. Customer should be informed of a prior notice by FIC's Sales group for any discontinued components and/or sub-assemblies.

## **8.0 RMA Procedure and Responsibilities for Each Party**

Customer is required to follow FIC's RMA procedure.

(RMA procedure and detailed descriptions being attached as Appendix B)

## **9.0 Supplement**

The principle in this guideline will be reviewed every half calendar year and an update edition will be released accordingly if there is any revise.

## Appendix A: Warranty Policy

### I. Warranty Coverage

NO.	ITEMS	REPAIRED & RETURNED	WARRANTY PERIOD
1.	Board Level (M/B, PWR-Bd, LED-Bd, Hing-LCD-Bd, Charger Bd)	2 weeks	12 months
2.	LCD	-depends-	depends on supplier
3.	FDD, HDD, Extra Devices	-depends-	depends on supplier
4.	RLC, TTL-IC, ASIC, OSC	2 weeks	12 months
5.	Pointer Device, Adapter	-depends-	depends on supplier
6.	Battery	-depends-	6 months
7.	DOA unit	7 days	45 days

### II. Services NOT Under Warranty

No.	ITEMS
1.	Normal Degradation of the lamp in ("LCD")
2.	Returned LCD found within specification
3.	Consumable Parts: Covering Carton,, PE Bag, Power Cord, Wire Cable, Film-Cable, Flat-Cable, Connector, Carry Bag, Foam (EPE, PU or PE Foam), Diskette, etc.
4.	Cosmetics Parts: Chassis, Housing, Case, Cover, Bracket, etc.
5.	Software Installed in Notebook PC
6.	Any parts Missing or Damaged due to improper installation/connections, external electrical fault, accidents, misuse (e.g. virus attack), abuse, neglect, improper storage or maintenance prior repair, alteration or improper packing by the buyer before returning the product to FIC.
7.	Keyboard (printing)
8.	Serial number or Bar codes or MFG. codes or RMA related code of the products are destroyed, altered or otherwise rendered illegible.
9.	Warranty period expired
10.	CPU
11.	IC Cards, DRAM, FROM, PSRAM, VRAM.

## Appendix A: Warranty Policy

### III. OEM Support (FIC to Customer/ Distributor)

No.	SERVICE TYPE	RESPONSE REQUIRED	WARRANTY PERIOD
1.	General Support	-depends-	3 years (warranty & post-warranty)
2.	OEM Parts	14 days	* in-house production: 12 months * contract-out production: depends on supplier
3.	DOA Disposition	7 days	45 days

### IV. Other Time Frame

No.	ITEMS	TIME FRAME	PIC/ FIC
1.	Diagnostic Program	30 days prior to 1st shipment of product	QA
2.	MTBF data for FRU Parts	30 days prior to 1st shipment of product	QA
3.	FRU standard Cost	30 days prior to 1st shipment of new product	OA
4.	FRU Parts List	30 days prior to 1st shipment of product	PM
5.	Lead time for Level A FRU	Not exceed 30 days	PMC, PUR
6.	Lead time for Level B & C FRU	Not exceed 60 days	PMC, PUR
7.	Service Manual	30 days prior to the 1st Customer Shipment	PM
8.	Prior written notice for discontinued parts / service	3 months prior to discontinuance	PUR, SALES
9.	FRU parts delivery	within 15 days of FIC's receipt of a FRU Purchase Order which complies with FIC's lead time requirement	SALES, PMC, PUR



## Appendix B: FIC RMA PROCEDURE

FLOWCHART	DESCRIPTION	RESPONSIBLE PARTIES	@ REMARK
START	Once there is any product found defective which occurring from a normal and reasonable use of the products, a RMA request then to be submitted.	Customer	For returning Non Warranty Products, Out of Warranty Products or Defect due to customer's responsibility, there will be parts/service charge to customer. We suggest customer take the unnecessary delivery cost into account before returning the product for repair.
1. SUBMIT RMA REQUEST	<ol style="list-style-type: none"> <li>Find out the problems and S/N, <b>Bar Code</b> or MFG. Code and check the warranty expired date as well as valid warranty items.</li> <li>Fill out the RMA Request Form and send it to FIC.</li> <li>For returning finished Product of Notebook PC, or Docking Station, Customer should <b>describe the details</b> of the Product in RMA request form.</li> </ol>	Customer send the request by fax or e-mail to FIC	<ol style="list-style-type: none"> <li>Customer must specify the Serial No., MFG. Code or Bar Code and state the symptoms obviously on the RMA request form to see if the product is eligible for the warranty repair/replacement.</li> <li>For the return request of HDD, LCD, and FDD, the brand Bar Code (or manufacture's S/N when Bar Code does not exist) and the capacity model of HDD must be specified on the Request Form.</li> </ol>
2. CONFIRM RMA	FIC will check with Customer whether the product is necessary to be returned & allowed to be returned or not.	FIC & Customer	RMA No. will not be issued for any unaccepted request due to an insufficient information or not being eligible for a repair/ replacement. <b>Any Product returned without authorized RMA No. shall be refused and returned at Customer's cost and risk.</b>
3. RELEASE RMA#	Once the RMA request is approved, FIC will issue an authorized RMA No. to customer for returning the products.	FIC	<ol style="list-style-type: none"> <li>FIC will issue an RMA number after validating the returned request.</li> <li>No RMA number will be released for those requests not being authorized.</li> </ol>
4. READY TO SHIP	<ol style="list-style-type: none"> <li>Pack the returning Product <b>separately by the RMA No.</b></li> <li>Pack the returning Product with proper packing &amp; protection.</li> <li>Prepare the Shipping Documents and arrange the shipping schedule.</li> </ol>	Customer	<ol style="list-style-type: none"> <li>RMA No. must be displayed on the cartons and invoice.</li> <li>Customer is responsible for paying the Insurance and Freight for returning the Goods back to FIC.</li> </ol> <p><b>The returned product must be insured against damage and should be properly packed in its original shipping package or equivalent. FIC will charge the repair cost to Customer for any damage by improper packing, even the product is still in Warranty Period.</b></p>

## Appendix B: FIC RMA PROCEDURE

5. SEND BACK THE PRODUCT	<ol style="list-style-type: none"> <li>1. Ship RMA product under the agreement of RMA service.</li> <li>2. Provide the Invoice or Packing List along with the shipment or before the shipment and fax the Bill of Landing to FIC.</li> </ol>	Customer send the Product and Document to FIC	<ol style="list-style-type: none"> <li>1. <b>Customer must ship out defect products in two weeks</b> after getting RMA No. from FIC, otherwise the RMA No. will be cancelled.</li> <li>2. Please make sure to include the optional parts such as FDD, HDD, Cards, Motherboards, Cables, Power Supply when returning system.</li> <li>3. FIC assume no responsibility and hereby specifically disclaim all liability for any loss or damage that may occur during transit.</li> </ol>
6. RECEIVE RETURNED PRODUCT	<ol style="list-style-type: none"> <li>1. Inform customer of receiving.</li> <li>2. Check the descriptions which on the RMA Request Form, Invoice, and Packing List with the returned product.</li> </ol>	FIC	<b>If the Product received from Customer was found to be different from that indicated on the RMA Request Form, Invoice or Packing List, no matter in part or totality, the Product actually received and counted by FIC shall prevail.</b>
7. VERIFY RELEVANT INFORMATION	Once receiving the returned products, FIC will check if there is an authorized RMA No. with the products, if product problems are under FIC's warranty, if there is any discrepancy between documents and returned products, and if the period of warranty has expired.	FIC	<ol style="list-style-type: none"> <li>1. Any Products not sold by FIC that is sent to FIC for repairing or replacing shall be rejected. The above rejected product will be returned to Customer at Customer's cost and risk.</li> <li>2. If the Serial No. or Bar Codes or MFG. Codes of the products are destroyed, altered or otherwise rendered illegible, the products shall be judged to be not under Warranty.</li> </ol>
8. SERVICE CHARGE?	A quotation will be issued for repair service if any expense is ascribed to the customer.	FIC	<ol style="list-style-type: none"> <li>1. Customer will be notified with a service quotation in the event that FIC determines that the repairs are not covered by FIC warranty. FIC will send back the defect items without any repair/ replacement if there is not any confirmation from customer on the charged service within 10 working days of customer's receipt of the service quotation.</li> <li>2. FIC disclaims liability for any shipping charges for non-warranty repairs, all of which must be prepaid by the customers.</li> </ol>
9. REPAIR COMPLETED	Confirm a delivery date to customer.	FIC	FIC will complete the repair within 14 working days after receiving the returned products under the <b>normal return quantity</b> .
10. DELIVER REPAIRED PRODUCT	Inform Customer of the delivery information.	FIC	Insurance and Freight fee for returning the Goods back to Customer will be charged to FIC's account.
11. RECEIVE REPAIRED PRODUCT	Inform FIC when the repaired product has been received.	Customer	The Warranty Period shall be for three months after any warranty service or the rest of the life of the original warranty period, depending on whichever is longer.
CLOSE	RMA close	FIC	FIC will keep a repair record and report including defective phenomenon and reasons.



# First International Computer, Inc.

## RMA REQUEST FORM

To expedite the handling of your RMA request, please fill in the form below with all the relevant details.

### Space for customer's use:

#### Company Data

Company : \_\_\_\_\_ Fax : \_\_\_\_\_  
Contact Person: \_\_\_\_\_ Tel. : \_\_\_\_\_

#### RMA Request Category

☐ In Warranty Product(s)      ☐ Out Of Warranty Product(s)      ☐ DOA Product(s)  
☐ Special Service Request (Specify) \_\_\_\_\_

#### Product(s) To Return Under This RMA

Failure Description Record Total Pages: \_\_\_\_\_ (form 2 、 3) Return Total Pieces: \_\_\_\_\_

※ Customer may either use FIC prescribed form or own form in providing detailed failure list.

### Space for FIC-CSD use only:

#### Return Material Authorization

FIC RMA NO. \_\_\_\_\_ Date Issued: \_\_\_\_\_  
Validity Date: Good until \_\_\_\_\_

Note: This RMA Number Becomes Void After Said Date.

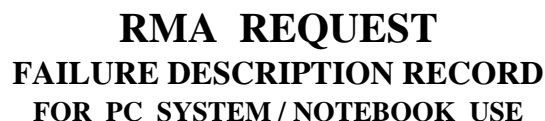
#### **RMA Procedure:**

1. Fill in RMA request forms (forms 1 and 2 and / or 3) legibly and fax to FIC-CSD (+886-2-2908-1494).
2. FIC-CSD shall, after validating such request, issue and RMA number to customer within 24 hours.
3. An issued RMA number is good for thirty (30) calendar days only from date of issuance within which to return goods to FIC-CSD.
4. Customer shall furnish copies such as Pro-Forma Invoice and packing list both to FIC-Head Office, Attn.: Shipping Dept. and FIC-CSD prior to shipping out goods.
5. Customer shall include copies of Pro-Forma Invoice and packing list and indicate the RMA number on each carton.
6. Customer shall bear the freight charge when returning materials to FIC-CSD.
7. Fax the Airway Bill or Bill of lading both to FIC Head Office and CSD for prompt attention.

#### **Warning:**

1. FIC shall not be liable for any breakage due to improper packing.
2. FIC-CSD reserves the right to reject products shipped without RMA No.
3. Should there be discrepancy between actual quantity received and total pieces listed on the packing List and Pro-Forma Invoice, FIC-CSD shall immediately notify customer of such discrepancy.  
If customer made no comment on said CSD receiving report, Such quantity shown on receiving report becomes final.

RMA Form 1



RMA No.:

Page No. \_\_\_\_\_ Of \_\_\_\_\_

\* To facilitate verification of warranty period, Please indicate warranty label code.

**RMA Form 3**



# First International Computer, Inc.

Phone: +886-2-2209-5373 Ext. 383 or 384

Fax: +886-2-2908-1494

Customer Service Department  
Return Material Authorization  
Quotation For Repair Service

Date: \_\_\_\_\_  
To: \_\_\_\_\_  
Attn.: \_\_\_\_\_

RMA No. \_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_

## Notice:

1. RMA goods listed hereunder are neither "D.O.A." nor under warranty clause. Client needs to pay the repair charges and parts replacement costs, if any, as shown below.
2. Please review the list below and signify whether you like FIC to do the repairs or not.  
Y(es) means you agree to have the repair effected and pay the corresponding charges while N(o) means you do not want the repair done.
3. Repair quotations shall be submitted in succession to client when further test reveals additional parts need to be replaced.
4. Fax your reply as soon as possible to merit prompt attention. FIC-CSD reserves the right to return to client all components, repaired or otherwise, without further notice.

No.	Name and Model	Bar Code	Problem Description	Qty.	Repair C.	Y / N	Amount
1.							
Total Amount (in USD):							\$

I HEREBY AGREE TO PAY THE REPAIR CHARGES TO THE ITEMS MARKED "Y" HEREIN.

CONFIRM: (Client) \_\_\_\_\_

Date: \_\_\_\_\_

(Space reserved for FIC-CSD use only;)

Prepared by:

\_\_\_\_\_  
CSD Manager

\_\_\_\_\_  
CS Coordinator