Axiomtek Warranty and Return Merchandise Authorization (RMA) Policy

1. Warranty Policy

Axiomtek warrants that for a period of two years from the date of shipment (the date Axiomtek ships the product to the customer), the product(s) will be free from defects in material and workmanship.   Axiomtek will provide technical support and, in its sole discretion, will repair or replace the product(s) or any component of the product(s) found to be defective during the warranty period.

Standard Warranty

All Axiomtek standard products carry a 2-year warranty from the date of shipment. Warranties on any custom, ODM or third party products will be based on the terms and conditions of the respective manufacturer agreement.

This warranty does not cover normal wear of parts or damage resulting from any of the following: Negligent use or misuse of the product and acts of God, such as fire, flood, hurricane and tornadoes.

Extended Warranty

The standard warranty can be extended for a maximum of three additional years to a total of five-year warranty period. Extended product warranty can be purchased through Axiomtek sales representative before Axiomtek ship the product.

Warranty Status

The current warranty status of an Axiomtek product can be found online at our eRMA website

2. Limits on Axiomtek's Liability

Axiomtek shall not be liable for any incidental or consequential damages caused by the breach of any express, implied or statutory warranty or condition.

Axiomtek shall not be liable for any damages of any kind including incidental, special, consequential or similar damages or loss of profits, or for any breach of contract, fundamental or otherwise, or for any claim brought against Customers by any other third party.

Axiomtek disclaims all other warranties, conditions or representations, expressed, implied, statutory or otherwise.

3. Warranty Exclusions

(a) Defects or damage resulting from accident, misuse, abnormal use, abnormal conditions, improper storage; (b) cosmetic damage; (c) product that has the serial number or code removed,

defaced, damaged, altered or made illegible; (d) defects or damage resulting from the use of Product in conjunction or connection with peripheral equipment not furnished by Axiomtek; (e) defects or damage resulting from improper testing, operation, maintenance, installation, service, or adjustment not furnished or approved by Axiomtek; (f) Product is not ESD protected and/or improperly packed; (g) defects or damage resulting from external causes such as collision with an object, fire, flooding, dirt, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse, improper electrical influx or other software problems introduced into the Product; or (h) Product is used beyond specifications, has undergone unauthorized testing, or used in an unsuitable environment.   Such conditions will be determined at the discretion of Axiomtek.

Non-Axiomtek products such as, but no limited to, DRAM, CPU, HDD, and LCD are excluded from the AXIOMEK's standard warranty period. Such products will be based on the manufacturer's warranty period.

4. in-Warranty Repair Policy

4.1. In-Warranty Repair

In-warranty defective products are to be returned to Axiomtek at the customer's expense. The repaired product will be return to customer at Axiomtek expense. Expedited shipping is available upon request and charges will be billed to the customers.

4.2. End-of-Life In-Warranty Repair

Axiomtek offers repair service for phased-out or End of Life (EOL) products during the standard warranty period. Upgraded or replaced products shall carry the remaining warranty of the product originally purchased.

5. Out-of-Warranty Repair Policy

Axiomtek offers Out-of-Warranty Repair Service at a cost to the customer. Payment information must be submitted at the time of RMA request. The shipping fees to and from Axiomtek for out-of-warranty units will be at the expense of the customer.

All repaired out-of-warranty units are covered under the 90-Day Repair Warranty, beginning the date of shipped back to customer. Under the 90-Day Repair Warranty, Axiomtek will pay shipping both ways only if the issue of the unit is related to the previous repair. Otherwise, the defective unit will be returned to Axiomtek at the expense of the customer. This will be determined at the sole discretion of Axiomtek.

6. Repair process

6.1. Requesting a RMA Number

Repair returns must be authorized with a Return Merchandise Authorization (RMA) number. Return of any defective unit without a valid RMA number will be rejected and sent back to the customer at their expense, without prior notice. If the defective unit has not been received by Axiomtek within one month, the RMA number will expire and customers must apply for a new RMA number. Customers may also apply for a Failure Analysis Report at the time of the RMA request. Charges for the Failure Analysis report may apply.

6.2. Shipping Units for Repair

Repair units should be returned with the key components such as CPU and memory card, only if related to the repair. List all components being shipped back to Axiomtek under "Request Notes" when submitting an eRMA request. We do not recommend returning accessories such as cables, screws, etc. Axiomtek is not responsible for loss of items during transportation. All products must be returned in properly packaged ESD protective material. If packaged inappropriately, Axiomtek reserves the right to return items, unrepaired at the customer's expense.

6.3. RMA Repair Charges

Customers will be provided a quotation of out-of-warranty repair charges before proceeding with repair. Axiomtek will discard the product if no payment is made within 3 months and/or if there is no response from the customer, without any notice to the customer. During the three-month repair period, Axiomtek will take reasonable measures to stay in contact with the customer.

6.4. Repair Process

Customers will be notified of any "No Problem Found" event before shipping back to customer. Customers may be asked to provide additional troubleshooting details as well. Customers may access their repair status by logging-in through their eRMA account. The average turn-around time for in-warranty repair of standard products is 14 days, excluding days of shipping. At the completion of repair, Axiomtek will provide a Repair Report and Failure Analysis report (when requested) along with shipment.

6.5 Shipping and Handling

Axiomtek is NOT responsible for products damaged during transportation. If the repaired products are found to be damaged upon receipt, customers should immediately notify the freight company and Axiomtek. Under no circumstances should the customer attempt to troubleshoot products that have arrived damaged.

7. Return for Credit

7.1. Credit Return Approval

Customers must contact their Axiomtek sales representative for credit return approval within 30 days of the invoice date. Returns will have a minimum 20% restocking fee and may include the cost of replacement parts and labor. Non-cancellable and non-returnable (NCNR) products will not be issued credit. All software purchases (excluding evaluation returns) are final and will not be credited. After a credit return has been approved, a RMA credit return number will be issued and emailed to customer.

7.2. Dead-on-Arrival Product

For DOA products, customers must immediately contact the RMA Department for technical support within 30 days of the shipped date. For standard products, the customer may issue a new purchase order for advance replacement. If a replacement product is not available, Axiomtek will provide expedited repair service.

8. Disclaimer

The terms, limitations, and definitions of this document will be determined at the sole discretion of Axiomtek. This document is subject to change without notice.