



GOODWAY TECHNOLOGY CO., LTD.  
3F No. 135, Lane 235, Pau Chiao Rd., Hsin-Tien,  
New Taipei City, Taiwan, R.O.C  
TEL : 886-2-8919-1200 / FAX : 886-2-8919-1220  
Http : [www.goodway.com.tw](http://www.goodway.com.tw)

## **Good Way Standard Service Policy**

### ■ **WARRANTY POLICY**

Good Way Technology Inc. ("GW") is committed to provide customers high quality products and excellent customer service. We warrant that the GW products it manufactures will be free from defects in design, workmanship and materials under normal use. GW offers one-year warranty identified by serial number on the device.

During the warranty period, GW will either repair or replace defective products that returned in accordance with GW's RMA policy. To request limited warranty service, you must contact GW's Customer Service within the limited warranty period.

### ■ **Devices with Cut-off model**

If Customers purchase merchandises is without warranty service, GW doesn't offer free warranty service unless Dead On Arrival (DOA). GW bears the repair/replacement cost and two way for DOA confirmed by GW. Customer bears the cost of repair service and two way freight between customer and GW service center for regular repair service requirement.

### **EXCLUSIONS**

This warranty does not cover when:

- The product has been found to be defective after expiry of the warranty period.
- If a returned product's serial number is not belong to GW.
- Damage due to external causes, including accident, abuse, misuse, abnormal conditions, improper storage, servicing not authorized by GW, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by GW.
- If serial tags, product stickers or manufacturer seals have been removed, altered or tampered with.
- Product returned in improper or inadequate packaging.
- The products belong to special OEM and ODM projects which not sign up RMA service agreement.



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## ■ **RMA SERVICE POLICY**

Our Return policy applicable only apply to products that manufactured by GW. If limited warranty service is required, product serial number is required to determine warranty eligibility. All product returns require a Return Merchandise Authorization (RMA) number. Customer may obtain an RMA number through your sales representative or [RMA\\_Service@goodway.com.tw](mailto:RMA_Service@goodway.com.tw). If you have any questions after purchasing our products, please contact our Field application engineering support team at [www.goodway.com.tw/faq.asp](http://www.goodway.com.tw/faq.asp), our service team will reply to you as soon as possible.

Customer must ship the products back to GW dedicate location in their original or equivalent packaging and insure the shipment or accept the risk of loss or damage during shipment. GW will ship the repaired or replacement products to you. GW has sole discretion determining whether to repair or replace a product. If the original product cannot be repaired and replacement due to End of Life (EOL), GW will work with the customers to determine a suitable replacement. Damage due to shipping the products to customer is covered under this limited warranty.

### **Apply for Return Merchandise Authorization (RMA) number**

Customer has to fill in the RMA application form for the returns, including the products to be repaired and additional materials for issue clarification to obtain an RMA number. Please contact GW RMA service center to get the return authorization.

Please provide the following necessary information to complete application promptly.

- Contact information, including company name, full name, phone number and email address
- Product part number
- Product serial number
- Proof of failure or photo/video
- Detail description of return reason
- The description of malfunction

Customer shall describe the failure symptoms in detail, including the software application, hardware configuration and conditions. Lack of detail description may result in No Defect Found by standard testing process.

If we can identify the failure descriptions and warranty situation, we will release a Return Material Authorization (RMA) number for the returns; if not, you will receive a reason for the rejection.

Please return the device itself only, and do not send accessories, cables, etc. to GW. If you think that the accessory is one of the causes of the problem and want to include it, please clearly indicate it in the application form. Otherwise, GW cannot guarantee the return of your accessories. GW will



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reject any unauthorized returns, and if the customer fails to comply with the staff's return instructions, the additional costs incurred by the customs will be borne by the customer. Please use a traceable method and keep the tracking number. The customer is responsible for the loss or damage caused by the customer's entrusted freight forwarder.

GW will charge repair cost to products which are out of warranty and charge for damage resulting in determined misuse or mishandling.

### **Freight**

- In the case of a return meets warranty conditions, customer bears the freight from customer to GW's repair center. In addition, GW bears the freight from repair center to customer.
- In the case of a return that exceeds the warranty period or does not meet the warranty conditions, the return shipping cost will be borne by the customer.

### **Warranty for repaired products**

An additional 3 months warranty will be provided under the same phenomenon.

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

Goods received which do not function or malfunction, requests for return must be made within 90 days identified by serial number. Returning all the materials of merchandise, including accessories, and original package is a must. Incomplete product returns or signs of mishandling or misuse will not be accepted.

Upon receipt of the returned commodity, a reconfirmation from the client is required if there is any discrepancy occurred between the state of the commodity and what is being recorded in the RMA Request Form; if the reconfirmation cannot be made two weeks from the date of receipt of the RMA commodity, the commodity should be returned and any cost caused from this matter will be charged to the client.

GW will repair or replace the DOA products free of charge to customer. The product and packing will be looked like new.

### **EXCLUSIONS**

This warranty does not cover when:

- The product has been found to be defective after being received for more than 3 months.
- If a returned product's serial number is not belong to GW.
- Damage due to external causes, including accident, abuse, misuse, abnormal conditions, improper



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storage, servicing not authorized by GW, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of parts and components not supplied by GW.

- If serial tags, product stickers or manufacturer seals have been removed, altered or tampered with.
- Product returned in improper or inadequate packaging.
- Partial materials lost or original package missed.

### **Freight**

In the case of a Dead On Arrival (DOA) return, the customer is requested to return within 30 days of receiving the RMA number. The round-trip shipping costs incurred will be borne by GW. Please use a traceable method and keep the tracking number. The customer is responsible for the loss or damage caused by the customer's entrusted freight forwarder.

### ■ **Service Charge**

Repair service charges will be calculated as follows

Total Charges = Handling + Repair + Material

### **Refurbishment service**

Customer shall bring up the refurbishment when apply for RMA number. The price will be included in the Proforma invoice.

If any charges will be incurred for a repair, GW will issue a "Proforma Invoice" that list all charges, and wait for approval from the customer before proceeding the repair. Customer replies to GW by mail as the proof of approval for the "Proforma Invoice". The charge will proceed after GW delivers repaired product to customer.

GW will re-fill the accessories or refurbish products after getting customer's approval of the prices described in "Proforma Invoice".