

## Return under warranty

### 1. Warranty coverage period

1.1 Warranty coverage period starts on the date reported in the documents attached to the product, such as an invoice or other type of document, and ends after:

- 1 (one) year,

For the repaired components, SECO recognize three months of warranty

### 2. Support service procedure

2.1 In order to access Support service, Customer shall:

- keep the product purchase invoice or other document attached to the product which could be required by SECO;
- apply for a return merchandise authorization (RMA) at <http://www.udoo.org/customer-care/open.php>

2.2 SECO may decide, to return the whole amount paid or to replace the good with a similar or equivalent product.

### 3. Warranty cancellation

3.1 Warranty is void:

(I) Product defectiveness occurred after the warranty coverage period agreed;

(II) Warranty seals have been altered or removed;

(III) Product was improperly used, altered, modified in any way without previous authorization, exposed to natural conditions unsuitable for the product features, or exposed to any other condition for which SECO could not be deemed liable. SECO will decide at its sole discretion whether to provide warranty coverage or not;

(IV) Product defectiveness is caused by a natural disaster (earthquake, fire, natural electrical discharge/lightning, flood, etc);

(V) SECO purchased products and accessories (RAM modules, HDD, FDD, etc.) from third-party manufacturers. Warranty only covers those products under the terms SECO agreed with third-party manufacturers.

(VI) Products are consumable (e.g., batteries, fuses, LCD, LED) or software.

## **4. Shipping**

4.1 Before sending the product, Customer shall request SECO the RMA at <http://www.udoo.org/customer-care/open.php>.

4.2 SECO will not accept any unauthorized product return.

4.3 RMA authorization expires after 30 days of the issuing day; therefore, SECO Support service shall receive returned products within 30 days of RMA authorization.

4.4 After that date, Customer shall submit a new request.

4.5 The following documents must be attached to the shipping:

a) transport document;

b) a copy of the RMA authorization form filled in properly, together with the relevant RMA reference number issued and assigned by SECO;

b) a copy of the RMA report form filled in properly and stating the relevant RMA reference number issued and assigned by SECO.

4.6 Customer shall provide detailed information on the issues encountered. In particular, terms such as "It does not work", "out of order" or any other generic and approximate description of the issue encountered will not be accepted.

4.7 If returned good includes non-functioning accessories, Customer shall attach to the shipping a detailed list with a description of those items. SECO could not be deemed liable for accessories received without the descriptive list.

## **5. Shipping procedure**

5.1 Returned good shall be packaged with the original anti-static or ESD packaging.

5.2 SECO reserves the right not to accept returned goods which are not packaged as per the above procedure; SECO will not repair these products and return them to the Customer, to who the shipping charges will be billed.

5.3 Customers is responsible for return delivery charges. If warranty covers the product, SECO will be responsible for shipping charges of repaired product to the Customer.

5.4 SECO is not responsible for shipping and transport risks.

5.5 Returns must be managed according to UDOO customer care's directions. Please do not send anything back without confirmation from our side. Proper directions will be sent by [customercare@udoo.org](mailto:customercare@udoo.org)

## **6. Support service costs**

6.1 If warranty does not cover the product, Customer can ask for a repair quote, which will be send via fax or e-mail once SECO support service has analyzed the defective product.

6.2 Support service will charge the Customer for repair expenses when one or more of the following conditions apply:

- warranty has expired;
- product was not found defective;
- product was returned to SECO for modification, upgrades or testing after warranty coverage period has ended;
- when one or more of the conditions described in article 3 apply.

6.3 Unless otherwise agreed, Support service costs include:

**6.3.1 Repairs under warranty coverage;**

- technical analysis, repair and replacement of components > free;
- shipping costs for the delivery from SECO Support service to the Customer > chargeable to SECO, unless otherwise agreed and only if Customer was charged for shipping costs of the product to SECO Support service.

6.3.2 Repairs out of warranty or repairs needed after warranty expiry date;

- repair and replacement of components > chargeable to the Customer;
- shipping costs from and to SECO Support service> chargeable to the Customer;
- If requested by the Customer, SECO will repair the product after Customer acceptance of the estimated quote; the following expenses will be charged to the Customer:

repair time + material costs (components and other) + technical analysis costs + shipping costs, if Customer does not have a partner carrier.

**6.3.3 Technical analysis**

When:

- a) returned product is not found defective both under and out of warranty coverage;
- b) or when returned product under warranty cannot be repaired and the Customer decides not to proceed to repair at its expenses,

SECO will charge the Customer for:

- returned product technical analysis costs; SECO will charge the Customer a flat rate of € 25,00 as a refund for the technical analysis carried out;
- shipping costs for the delivery of return product from SECO Support service to the Customer.

## **7. Product repair time**

7.1 SECO will make its best efforts to repair the product according to the following deadlines:

(i) for a single shipping of 50 items or less > 20 working days;

(ii) for a single shipping of more than 50 items > 30 working days;

(ii) for a single shipping of more than 100 items > 40 working days.

7.2 These schedule is subject to modifications according to the availability of replacement components and to the diagnostics time; therefore, these deadlines cannot be considered as final.

7.3 If the product has not been produced by SECO, returns will be delivered to the manufacturer for repair.

7.4 SECO does not accept any responsibility for any delay occurring during the replacement or repair process.

## **8. Repair technical report**

8.1 SECO will provide a free technical report describing the defectiveness causes and the fixing operations carried out on the repaired product.