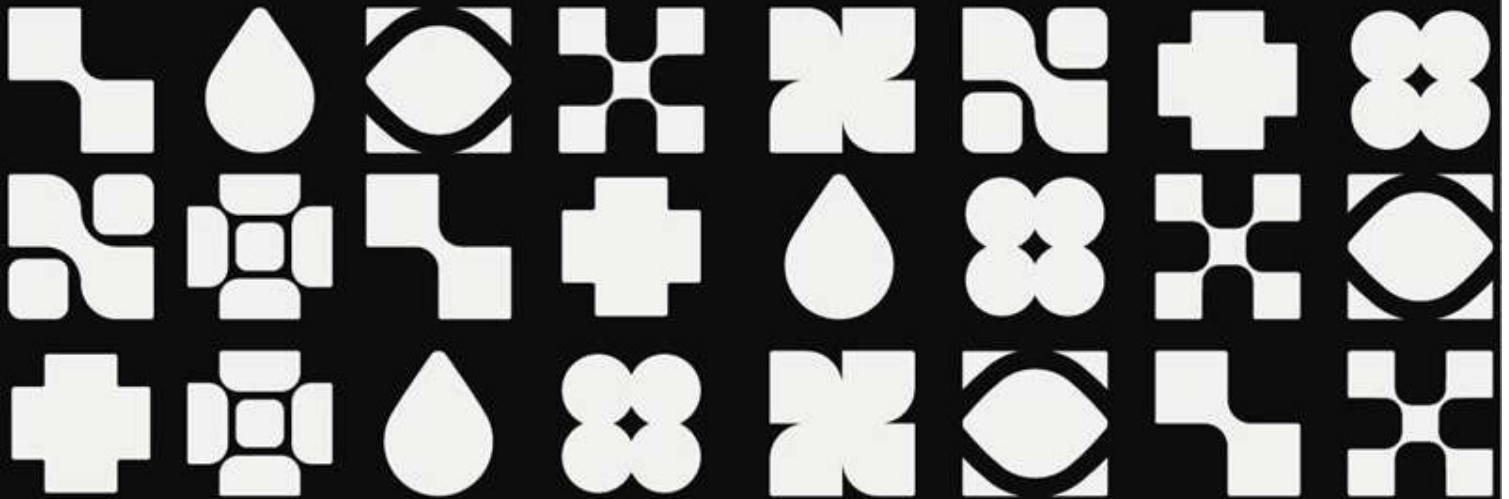




RMA Service Level Agreement



Version 1.0



RMA SERVICE LEVEL AGREEMENT

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1 General

1.1 Scope

This document is valid and shall be applied to all locations and companies of SECO group.

1.2 Purpose

SECO has established the following guidelines According to SECO Quality and Technical agreement (Seco Care Basic), to provide Customers the best support and shortest turn-around time possible.

1.3 Goal

The goal is to achieve an efficient and professional service of RMA for its Customers in accordance with the standard of the market.

2 General Information

2.1 Warranty period

Standard SECO branded off-the-shelf products and 3rd party off-the-shelf products used to assemble SECO products are entitled to have 12 months complete and prompt global warranty service from the date of shipment from SECO plants.

For all customized products, warranty terms and conditions may vary based on the sales contract and/or Quality Agreement signed by SECO and Customer.

All 3rd party products purchased separately will be covered by the original manufacturer's warranty and time period and shall not exceed one year of coverage.

In order to apply a warranty, the Customer must:

1. Keep the purchasing invoice, or any other shipping document, including the shipping number (tracking number).
2. Provide a detailed description of the anomaly experienced for each Serial Number notified.
3. Request a material return authorization (RMA) on <https://support.seco.com/>

2.2 Cross-Shipment

Cross shipment is available only if a specific Quality Agreement or SLA is signed with SECO.

In that case Cross-Shipment is possible under the following rules:

- a. The return in original box cannot be damaged, altered or marked.
- b. All parts and accessories must be included as originally shipped.

Any returns that do not meet the requirements mentioned above, or any wrong user settings/configurations will be denied or subjected to additional handling/service charges.

2.3 Custody of Products Submitted for RMA

SECO will retain custody of a product of customer property for the time necessary to perform repair or service agreed with the Customer itself.



This material, in case is not repairable and/or in case of replacement, will be returned to the Customer. Cost of transportation will be charged to Customer.

The return of the material will be performed within one (1) month from the SECO closing date for RMA.

In case the Customer asks SECO to scrap directly the material in SECO plant, SECO reserves the right to accept this service only if all the following condition will be satisfied:

1. The products that shall be scrapped have been shipped to SECO from a Customer's plant inside EU.
2. The Customer will accept a flat fee of 20 euro/pc to handle the scrap accordingly with EU regulations.
3. The Customer will provide SECO with formal authorization to scrap material on its behalf.

2.4 Replaced components

To protect our Natural Environment and to lower transportation costs we do not send back replaced components after repair. All components will be scraped locally using an authorized recycling company.

2.5 Repair service for out-of-sale products

SECO ensures warranty coverage for out-of-sale products and with obsolete components (end of life) only when:

- i. SECO and the Customer have previously made a specific agreement stating SECO will ensure a stock of obsolete components.
- ii. obsolete components are still available on the market. If this is the case, Customer will be charged purchase components.

Obsolete components should be unavailable on the market, SECO will use its know-how to find alternative solutions in order to ensure technical support also for obsolete and out-of-sale cards and modules.

2.6 Return Merchandise Authorization – RMA Number

All returns from customers must be authorized with an RMA (Return Merchandise Authorization) number.

An RMA number is only an authorization for returning a product; it is not an approval for repair or replacement.

RMA requests shall be performed through access to SECO RMA website: www.seco.com or through direct channels if agreed in special Quality Agreement signed.

The Customer must include detailed information on the faults detected and traceability information (e.g., Serial Numbers or Delivery Notes Numbers).

Expressions such as "it doesn't work", "faulty" or any other general definition that does not describe the issues detected, shall not be accepted. If any faulty accessories are included in the return shipment, the Customer must include a detailed list to describe them. SECO shall not be held liable for any accessories returned and not included in the list.

The authorization (RMA Number) shall be valid for 30 working days; the product must be returned to the SECO Support Centre within 30 business days of its release. If it is not returned within the said time, the Customer must request a new RMA.

SECO reserves the right to not accept any return without an RMA Number valid and formal SECO authorization to RMA.

SECO reserves the right to not accept any RMA's return by the Customer with deviations from the authorization released.

SECO reserves the right to ship back the material delivered to SECO with deviations from what has been authorized and to charge transportation costs to the Customer without prior notice.

Any exception of what above shall be formally agreed by SECO Customer Quality or defined in specific Quality Agreements signed by SECO.

2.7 Unit configuration during repair

For all customized products the units can be configured according to the customization of SECO Quality and Technical agreement signed (Seco Care Premium or specific QTA).



2.8 Repair Report

SECO will provide a free technical report describing the findings in the diagnostic and the fixing operations carried out on the repaired product.

2.9 Special tests and special reports

Special tests, failure analysis and special reports (8D report) can be delivered and provided to the Customer if there is in place a customized agreement signed between SECO and the Customer.

Customer can ask for a quotation from SECO RMA Team for specific report 8D and FA also when the agreement in place not include this kind of service; SECO reserves the right to accept or deny the request.

2.10 Data Archiving

SECO retain files data according to individual repair case in the period of 5 years after repair completion.

2.11 Shipment to SECO

SECO strongly recommend using original boxes and packaging.

All products must be returned in properly packed safe ESD material or anti-static bags.

All products must be returned with RMA number visible outside in each parcel.

SECO strongly recommends always adding a packing list to all shipments with Part Numbers and Serial Numbers.

Products should be sent without accessories (manuals, cables, etc.).

SECO is not responsible for any items not listed.

The following documents must be attached to any RMA shipment to SECO:

- Delivery documents.
- SECO RMA Number outside each box

SECO shall not be held liable for any accessories returned and not included in the list.

SECO reserves the right not to accept any returns not packaged accordingly to what above and to charge any return costs for non-repaired components.

The Customer shall be liable for any goods shipping and transportation risks.

Customer shall ship to SECO only the quantity, serial numbers and Part Numbers authorized.

2.12 Data security

Customers are obligated to archive all data and delete all confidential and sensitive data before ship back goods to repair. During repair process it may happened that data will be deleted during system restoration.

3 In Warranty - Standard Service Level

3.1 Transportation conditions (in warranty)

All goods are shipped and delivered based on agreed Incoterms 2010 rules in the purchase order and following the transfer of risks and responsibilities.

Transportation fees from SECO RMA Centre to the Customer, shall be borne by SECO, unless otherwise agreed, and only if the Customer has borne the shipping fees to SECO's RMA Centre.



3.2 Repair Time (in warranty)

The typical repair time is 20 working days starting from the date of receiving material at SECO RMA plant.

SECO Standard ensures that the materials authorized through the RMA process shall be returned to the Customer, based on the return quantity, according to the following table:

Return Quantity	Time (working days)
Less than or equal to 50 pcs	20
Between 50 and 100 pcs	30
More than 100 pcs	40

3.3 Exclusions from Warranty

- Product defectiveness occurred after the warranty coverage period defined in SECO RMA Standard Policy or in a customized agreement signed by SECO and Customer.
- The warranty has been voided by removal or alternation of product or part identification labels.
- Serial numbers of the product purchased are not readable or available.
- Warranty seals (if present) have been altered or removed.
- The product has been misused, abused, or subjected to unauthorized disassembly or modification.
- 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.
- The product has been placed in an unsuitable physical or operating environment; improperly maintained by the customer; Such conditions will be determined by SECO at its sole unfettered discretion.
- The product is damaged beyond repair due to a natural disaster such as a lightning strike, flood, earthquake, etc.
- Products are consumable (e.g., batteries, fuses, LCD, LED) or software.
- ESD package conditions are not applied during usage and/or transportation.

3.4 Authorization to disassembly or modification (in warranty)

Any modifications to the products delivered to the Customer are possible only after written approval by SECO Customer Quality.

3.5 Warranty Extension after repair (in warranty)

Product repaired inside warranty period, and for which has been confirmed the warranty status for the anomaly notified will have an extension of warranty period of 6 (six) months limited to the component repaired.

3.6 Not Fault Found cases (in warranty)

In case the fault reported by the Customer is not found in the returned product.

SECO reserves the right to charge the Customer:

- a. Flat fee for diagnostic analysis of 60 euro for each NFF product.
- b. The shipping fees to ship the returned product from SECO RMA Centre to the Customer.



4 Out of Warranty - Standard Service Level

4.1 Out of warranty service

All SECO products can be repaired after the warranty period expires.

The typical possible service period is up to 5 years after products EOL; an exception can be agreed with SECO RMA Team.

To apply a request for an Out of Warranty Service shall be performed the following steps:

- Customer shall open a request on RMA SECO website.
- The RMA Service Center will offer a quotation to the Customer for approval.
- Customer will formally approve the quotation.
- The RMA Service Center will provide RMA Number, Authorization and information for the delivery of material to SECO.

Products Out of Warranty sent to SECO without RMA Number and SECO's Authorization will not be accepted and sent back to Customer within 2 working days from arrival. SECO will charge cost of the return to Customer.

SECO RMA Team reserves the right to decide the feasibility of repair case by case; in case repair is defined not possible SECO RMA Team reserves the right to offer to the Customer alternative solutions, like replacement, only diagnostic services and others.

4.2 Quotations Changes

If during the analysis, will be identified conditions, faults or technical constraints, not notified in advance to SECO and not included in the agreed reparation Service; the activity shall be stopped. Customer informed by SECO RMA Team and an exit strategy identified, including a review of quotation activity.

In case review of quotation will not be accepted from Customer, the service will be completed for the activities agreed in the original quotation and the products send back to the Customer.

4.3 Cost of transport (out of warranty)

All goods are shipped and delivered based on agreed Incoterms 2010 rules in the purchase order and following the transfer of risks and responsibilities.

Shipping costs from and to SECO Support service are in charge to the Customer.

4.4 Repair Time (out of warranty)

Repair time for out of warranty repair service will be agreed case by case from SECO RMA Team and Customer on the basis of the service required.

4.5 Non repairable products during service (out of warranty)

In case, during repair service, will be identified cases for which the product is not technically repairable, Customer will be informed by SECO RMA Team.

In that case the product not repaired will be sent back to the Customer.

SECO will charge in any case the cost of analysis, diagnostic activities and shipment.

SECO RMA Team reserve the right to propose to the Customer alternative solutions to be agreed by the parties (e.g.: replacement)



4.6 Not Fault Found - NFF case (out of warranty)

In case, during repair service, will be identified cases for which the product is Not Fault Found. Customer will be informed by SECO RMA Team. SECO will charge in any case the cost of reparation agreed and approved by Customer.

5 RMA Invoicing and Payment

SECO will not authorize Customer to invoice directly the cost of non-compliant material shipped back as RMA.

SECO will not authorize Customer to compensate the value of in warranty RMAs from payments of production deliveries.

Any exemption shall be defined in specific agreement signed by SECO and Customer.

In no cases SECO accepts delays on the payment on open receivables due to goods under RMA process neither compensation of any kind

6 Contact

For any inquiry regarding RMA that is not managed through the official RMA ticket, the customer may contact RMA Dept. at following addresses for each company from which products have been purchased:

SECO SpA	rma.customercare@seco.com
SECO Northern Europe GmbH	rma.north@seco.com