



Returns Policy for Colsan Microelectronics Ltd

If you have product to return to Colsan:

Please apply in writing for an RMA form.

Subject to compliance with the agreed terms of payment and punctual filing of the complaint, the seller shall remedy defects discovered in a period of (12) twelve months from the time of delivery. Remedial action shall at the seller's discretion solely consist in adjustment, repair, or replacement of (parts of) the product or its components. Labor charges associated with disassembly and assembly will not be reimbursed. If disassembly interferes with other elements than the product, the appurtenant work and costs shall not concern the seller. The seller shall not be liable for any costs attributable to the product being incorporated in or forming part of another product so as to hinder replacement and thereby rendering the entire product unusable.

The buyer shall notify the seller in writing of any defects on discovery without undue delay. The notification shall describe the nature of the defect. If there is reason to believe that the defect may involve a risk of damage, a complaint shall be filed immediately. If the buyer fails to notify the seller of a defect within the period mentioned in the first paragraph, the buyers right to invoke the defect shall lapse.

The buyer shall defray the expenses of any return of defective products. Such return may take place only after prior written agreement with the seller.

The seller shall defray the expenses associated with the forwarding of (repaired components) new products. The seller shall take back any (replaced parts) substituted products.

If the product has been modified or serviced by others than the seller or a repairer indicated by the latter, or if the product has been damaged or applied for purposes other than that intended, or in the event of non-compliance of the installation, operation, and maintenance with the sellers instructions, the seller may refuse to undertake remedial action free of charge.

The seller's obligations/liability in respect of defects shall be limited to the above. The seller shall not be liable for any direct or indirect losses, including consequential losses, loss of profits, and similar, costs or damage.

You will be sent by email a referenced form to complete (see example attached), this will request details of the product to be returned, order details and information regarding the reason for return. The information regarding faulty product needs to be a detailed failure analysis, 'faulty' or 'does not work' will not be accepted as a reason for return. If it is a complete batch of product that appears to be faulty, we may request a sample quantity be sent for evaluation prior to authorising return of the total quantity.

Please email/fax the form back to Colsan for review and authorisation. When it has been authorised, the form will be sent back.

Please include a copy of the document with your return parcel and mark the outside of the package with the Return Note number