



8-1, 8TH FLOOR, SURIA SABAH SHOPPING MALL, 1, JALAN TUN FUAD STEPHENS KOTA KINABALU SABAH

Voice: +852-4494-6706

Return Merchandise Authorization Form

Return Material Authorization Form

To submit a Return Material Authorization (RMA) request, please complete the form below. To expedite your request, please complete all requested information below.

Please send the completed form to Return@sinotec.site or send it to the LINE official account. If your return request is approved, you will be notified with an RMA number.

Complete RMA details are described on page 2 of this form.

退貨授權表

若要提交退貨授權 (RMA) 請求，請填寫以下表格。為了加快您的請求，請填寫以下所要求的所有資訊。
將填妥的表格寄至 Return@sinotec.site 或傳送至 LINE 官方帳號。如果您的退貨請求獲得批准，您將收到 RMA 號碼通知。

完整的 RMA 詳細資訊在本表的第 2 頁中描述。

Name 姓名:	
(if dealer) Contact 聯絡方式 ::	
Phone 行動電話:	
Email 郵件信箱:	
(if dealer) Invoice No 提單號碼:	
(if customer) Name of Dealer 經銷商名稱:	

Rebate point application and product information 返還點申請及產品資訊

<input type="checkbox"/> Bill of Lading Number 提單號碼	<input type="checkbox"/> Non- Bill of Lading Number 非提單號碼	<input type="checkbox"/> Unknown 未知
Model Number:		
Serial Number:	Date of Purchase:	
Reason for Return or Description of Problem: 退貨原因或問題描述 :		



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Product Returns for “Warranty” Determination 退回產品以確定是否符合「保固」條件

Sinotec will test the product according to the problem description listed on page 1 of the application form. After evaluation by Sinotec, the warranty or out-of-warranty status will be determined. If the problem description is the same as listed on page 1 of the RMA request form, the product will be repaired under warranty free of charge and shipped back to the customer prepaid. If the problem description is different than listed on page 1 of the RMA request form, or if damage occurred during shipping, the customer will be contacted. If there is no identifiable problem with the product, we reserve the right to charge a fee for testing and return. Warranty repairs do not extend the original warranty period.

Sinotec 將根據申請表第 1 頁列出的問題描述對產品進行測試。經過 Sinotec 的評估後，將確定保固或保固期外狀態。如果問題描述與 RMA 申請表第 1 頁所列內容相同，則產品將享有免費保固維修，並以預付款形式寄回給客戶。如果問題描述與 RMA 申請表第 1 頁列出的問題不同，或在運送過程中發生損壞，我們將聯絡客戶。如果產品沒有可識別的問題，我們保留收取測試和退貨費用的權利。保固維修不會延長原始保固期。

No Warranty Credits or Exchanges for: 以下情況不提供保固折扣或換貨：

- Returned items that failed due to an accident, purchaser's abuse, neglect or failure to operate in accordance with instructions provided in the owner's manual(s) supplied.
 - Returned items that failed due to incorrect voltage or improper wiring.
 - Returned items that failed due to rain, excessive humidity, corrosive environments or other contaminants.
 - Any item damaged in shipment.
 - Any product failure caused by installing or operating product under conditions not in accordance with installation and operation guidelines or damaged by contact with tools or surroundings.
 - Returned items with cosmetic defects that do not interfere with product functionality.
 - Returned items that are incomplete or defaced.
 - Any consumable or standard wear items such as fuses or incandescent lamps.
 - Returned items with a different serial number from what was authorized for return.
 - Returned items that were special ordered or custom configured.
 - Freight damaged items. If your shipment arrives damaged, you must note the damage on the carrier's delivery record in accordance with the carrier's policy, save the merchandise in the original box and packing it arrived in, and arrange for a carrier inspection of damaged merchandise.
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- 退回因意外、購買者濫用、疏忽或未依照隨附的使用手冊中的說明進行操作而故障的物品。
 - 退回因電壓不正確或接線不當而故障的物品。
 - 退回因雨水、濕度過高、腐蝕性環境或其他污染物而損壞的物品。
 - 任何在運送過程中損壞的物品。
 - 在不符合安裝和操作指南的條件下安裝或操作產品而導致的任何產品故障，或因接觸工具或周圍環境而造成的損壞。
 - 退回的商品有外觀缺陷，但不影響產品功能。
 - 退回的物品不完整或有污損。
 - 任何消耗品或標準磨損物品，例如保險絲或白熾燈。
 - 退回的商品的序號與授權退回的商品的序號不同。
 - 退回特別訂購或客製化配置的商品。
 - 運送損壞的物品。如果您的貨物在運送過程中出現損壞，您必須根據承運人的政策在承運人的交貨記錄上註明損壞情況，將貨物保存在原始包裝盒中，並安排承運人檢查損壞的貨物。

For any product returned to Sinotec for reasons other than warranty, a 20% restocking fee and round-trip shipping costs will be deducted from the credit refund. All returned items must be in their original box or crating and must include all packing material, manuals, and accessories.

Please take care to package your return carefully. Sinotec is not responsible for damage or a lost product(s) caused by shipping. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product. If the customer desires an expedited method of return, the product will be shipped collect.



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對於因保固以外的原因退回 Sinotec 的任何產品，將從退款中扣除 20% 的進貨費和往返運費。所有退回的物品必須放在原包裝盒或板條箱中，並必須包含所有包裝材料、手冊和配件。請小心包裝您退回的物品。Sinotec 不對運輸過程中造成的產品損壞或遺失負責。任何與不適當包裝有關的硬體產品的損壞或隨後的故障都將導致產品維修的額外費用。如果客戶希望採用快速退貨方式，產品將以到付方式運送。

Product Returns for “Non-Warranty” Determination 退回產品並確定其為 “非保固產品”

After Sinotec's evaluation, the customer shall be notified of the repair cost. If the description of the problem is different from the problem listed on Page 1 of the RMA request form, or damaged from delivery, we will contact the customer. If the product has no problem that we can identify, we reserve the right to charge for testing and return delivery. At such time the customer must issue a written confirmation to proceed with the repair(s), agree to cover the costs of the repair and return freight, or authorize the product to be shipped back as is, at the customer's expense. Failure to obtain written confirmation within thirty (30) days of notification will result in the product being returned as is, at the customer's expense. Repair work is warranted for ninety (90) days from date of shipment.

Please take care to package your return carefully. Sinotec is not responsible for damage or a lost product(s) caused by shipping. Any damage or subsequent failure of the hardware product related to inappropriate packaging will result in additional charges for the repair of the product.

Sinotec 評估後將通知客戶維修費用。如果問題描述與申請表第 1 頁列出的問題不同，或在運送過程中發生損壞，我們將聯絡客戶。如果產品沒有我們能識別的問題，我們保留收取測試和退貨費用的權利。此時，客戶必須發出書面確認以進行維修、同意承擔維修和退貨運費，或授權將產品按原樣運回，費用由客戶承擔。若未能在通知後三十 (30) 天內獲得書面確認，產品將以原樣退回，費用將由客戶承擔。維修工作自出貨日起享有九十 (90) 天的保固期。

請小心包裝您退回的物品。Sinotec 不對運輸過程中造成的產品損壞或遺失負責。任何與不適當包裝有關的硬體產品的損壞或隨後的故障都將導致產品維修的額外費用。

Signature:

By signing the RMA form, I agree to the terms and conditions set forth on this from.