RMA Warranty and Service

NEXCOM has established STANDARD guidelines in order to give customers the best support and ensure that product repair times are kept to an absolute minimum.

All returns from customers must be accompanied with a **Return Material Authorization Number (RMA No)**. Customers may obtain an RMA number from the NEXCOM e-RMA portal (**https://rma.nexcom.com.tw/rma/**), and return goods to NEXCOM's regional RMA center for repair. The RMA number will become invalid if the item is not returned **within 90 days** of requesting an RMA number.

NEXCOM reserves the right to change its RMA and Warranty Policy without prior to notice.

Revised：B04 (Oct. 2025)

1. Warranty

1.1 Product Warranty Period：

1.1.1 NEXCOM builds Products in accordance with the industry standards. For parts built by NEXCOM; including but not limited to main board/power supply/chassis/fan/heat-sink/…; the warranty period will be 2 years.

1.1.2 Barebone systems assembled by NEXCOM will also have a standard 2 years warranty period.

1.1.3 Optional commodity parts including but not limited to CPU/RAM/SSD/panel/add-on cards/… are not covered by NEXCOM's warranty unless specifically stated, instead the external vendor's warranty will apply.

****The warranty policy for ODM product shall be defined by ODM contract individually.**

1.2 Exclusion of Warranty：

a. The product has been found to be defective after expiration of the warranty period
b. Physical damage of the product, caused by the user
c. Improper or inadequate maintenance or modification
d. Missing or broken serial number label
e. Foreign objects inside the product
F. Software, media, parts, or supplies not provided or supported by NEXCOM
g. Operation outside the product's specifications

1.3 Extended Warranty Service：

1.3.1 Extended warranty repair services are provided to customers upon request. It is based on the unit price of invoice and purchased in 1, 2, or 3 years increments for a maximum term of four to five years warranty in total after the shipment date.

1.3.2 A service contract is required for all extended warranty service and ODM product. The extended warranty service coverage can be purchased along with your product order.

1.3.3 Extended warranty coverage only includes NEXCOM manufactory products of the unit to which the extended warranty has been purchased and for the specified period of time.

**** For Peripheral Parts from 3rd party Manufacturers, not made by NEXCOM, ex. CPU/RAM/ HDD/SSD/Panel/Touch/Battery and so on by original supplier's standard warranty.**

Table 1-1 Product Warranty Information

Product Series	Type	Product/Project	Limited Warranty years	Warranty remark	Warranty ineffectiveness
Industrial Computing	BOARD	Single board Computer	2	Peripheral Parts from 3rd party Manufacturers, not made by NEXCOM ex. CPU/RAM/HDD/ CF/Panel/Touch/… by original supplier's standard warranty	Please refer to 1.2 Exclusion Warranty
		Computer-On-Module	2		
		Embedded board Computer	2		
		Other card	2		
	SYSTEM	Fan-less System Computer	2		
		NEXPOS	2		
		Panel PC	2		
		PBOX Rackmount System	2		
	Automation	Factory Automation	2		
		Machine Automation	2		
	Wireless	Industrial Wireless	2		
	SYSTEM	Digital Signage	2		
		Bulletin Board	2		
		Central Management	2		
		In-Vehicle Signage	2		
		All-in-one Signage	2		
Mobile Computing	SYSTEM	Vehicle Telematics	2		
		Mobile Rugged	2		
		Vehicle mount display	2		
		Train PC	2		
Network and Communication	SYSTEM	Network Security	2		
	BOARD		2		
Intelligent Digital Security	SYSTEM	Digital Surveillance System	2		
OEM/ODM			Per agreement		

Table 1-2 Product Extended Warranty Information

Product Series	Type	Product	Model	Warranty				
				1 year	2 year	3 year	4 year	5 year
Industrial Computing	BOARD	Single board Computer	PEAK/NEX/NBP	free	free	7%	15%	24%
		Computer-On-Module	ICES	free	free	7%	15%	24%
		Embedded board Computer	EBC	free	free	7%	15%	24%
		Other card	EBK/ Power module	free	free	7%	15%	24%
	SYSTEM	Fan-less System Computer	NISE	free	free	7%	15%	24%
		NEXPOS	NPT	free	7%	15%	24%	none
		Panel PC	xPPC series	free	free	15%	24%	none
		PBOX Rackmount System	PBOX	free	free	7%	15%	24%
	Automation	Factory Automation	NIFE	free	free	7%	15%	24%
		Machine Automation	NET/NEIO	free	free	7%	15%	24%
	Wireless	Industrial Wireless	HWF/IWF	free	free	none	none	none
			Others	free	free	free	free	free
	SYSTEM	Digital Signage	NDiS series	free	free	7%	15%	24%
			NDiS OPS	free	free	7%	15%	24%
		Bulletin Board	PDSB	free	free	7%	15%	24%
		Central Management	CMS	free	free	7%	15%	24%
		In-Vehicle Signage	PDSV	free	7%	15%	24%	none
		All-in-one Signage	PDSB	free	7%	15%	24%	none
Mobile Computing	SYSTEM	Vehicle Telematics	VTC/VMC/VMD	free	free	7%	15%	24%
		Mobile Rugged	MRC	free	7%	15%	24%	none
			MTK	free	free	7%	15%	24%
		Vehicle mount display	VMD	free	free	7%	15%	24%
		Train PC	nROK	free	free	7%	15%	24%
Network and Communication	SYSTEM	Network Security	NSA	free	free	7%	15%	24%
			DNA	free	free	7%	15%	24%
	BOARD		NSK/NT/NSB	free	free	7%	15%	24%
Intelligent Digital Security	SYSTEM	Digital Surveillance System	NVD	free	free	7%	none	none
			NViS/IP04/DW/...	free	free	7%	none	none
IP Camera				free	free	5%	none	none

****3rd party manufacturer products (ex: CPU/ panel/ touch screen/ HDD/ SSD/…) will not be included normal 2 years warranty.**

2. RMA Service

Service type	From the shipping date	Freight Charges	Repair Charges	TAT
DOA	1 ~ 30 days	. 2-way by NEXCOM	Free	7 days
In-Warranty	1 ~ 24 months	. Send back by customer . Return by NEXCOM	Free	14 days
Out-of- Warranty	over 24 months	. 2-way by Customer	Diagnostic charge + Material cost	By case
Refurbish		By case	Labor charge + Material cost	By case
Rework		By case	By case	By case

2.1 DOA (Defect-on-Arrival) Process

2.1.1 If a unit fails to function upon initial arrival and less than 30 days form the shipping date, the customer is to contact Sales Administrator who will involve a Quality Support Engineer to determine if the unit is DOA. If the problem cannot be resolved over communications, then **the customer must return the unit(s) within 7 days** for expedited repair using the NEXCOM eRMA on-line service (https://rma.nexcom.com.tw).

2.1.2 NEXCOM will make every effort to expedite the repair or replacement of DOA units within 7 days and NEXCOM will pay 2 ways shipping cost.

2.1.3 A product replacement may only be issued if it is possible to obtain a replacement unit during the first 30 days of the purchase directly from NEXCOM. The return must not be damaged, altered or marked, and include all parts and accessories as originally shipped. Returns that do not meet this requirement may be denied or subject to an additional restocking charge as determined by the NEXCOM RMA center.

2.1.4 To apply the faulty unit's swap service, the customer needs to request a confirmation letter which needs to be signed and returned to NEXCOM. The amount of time required to provide a replacement unit shall be dependent upon product availability.

2.2 In-Warranty RMA Process

- During the warranty period, NEXCOM agrees to service and provide all parts and labor necessary to repair or replace the warranted product to its proper operating condition consistent with NEXCOM product specifications. Repair or replacement parts and products will be furnished on an exchange basis and will be either new or reconditioned.

- All returns from customers must be authorized with an NEXCOM RMA No..
- The RMA No. is **void after 90 days**, and must be clearly marked on the exterior of the original shipping container or equivalent. NEXCOM will not be responsible for delays in the repair time if the material is not returned with a clearly visible, valid RMA number.
- Customers will pay the cost of shipping the defective product back to a NEXCOM Service Site, NEXCOM will offer to cover the cost of return shipments.
- In case of expedited shipping request, an extra service charge shall be assessed and the customer is responsible for this extra return shipping charge.

2.2.1 Customers need to fill in all the information related to the problem on the NEXCOM eRMA system when applying for the RMA service; information will help to understand the problem, including the fault description, on-screen messages, and pictures if possible.

2.2.2 Customers can send back the faulty product with or without the accessories and key parts such as the CPU/RAM/HDD. If the key parts are included, they should be noted clearly on the return form. NEXCOM takes no responsibility for the parts which are not listed on the return form.

2.2.3 Customers hold the responsibility to ensure that the packaging of defective products is durable enough to be resistant against further damage due to the transportation; damage caused by transportation is treated as “Out of Warranty” under our Warranty specification.

2.2.4 RMA product returned by NEXCOM to any location other than the customer registered delivery address will incur an extra shipping charge, the customer is responsible for paying the extra shipping charges, duties, and taxes of this shipment.

2.3 TAT (Turn-Around-Time) :

2.3.1 For products manufactured in-house by NEXCOM, the TAT management target as within **14 days** (less than 30 pcs/lot), or inform customer on a case-by-case basis, except for customer request to failure analyze.

2.3.2 The TAT of NCS products shall be **30 days** or defined by NCS BU/customer contract individually.

2.3.3 For third party products not manufactured by NEXCOM, it will send them to the original manufacturer for repair. This usually takes 7-21 working days.

2.3.4 The general reason TAT may be delayed if the customer:

- Required for Failure Analysis or CAR report.
- Does not sign and return the P/I within 48 hours.
- Delays or fails to reply to an NEXCOM request for further information.
- Fails to pay the A/R within the due date.

2.4 Out-of-Warranty RMA Process

2.4.1 The product will be processed as Out of Warranty if:

- The product has been found to be defective after expiration of the warranty period
- Physical damage of the product, caused by the user
- Improper or inadequate maintenance or modification
- Missing or broken parts or components
- Missing or broken serial number label
- Foreign objects inside the product
- Software, media, parts, or supplies not provided or supported by NEXCOM
- Operation outside the product's specifications

2.4.2 All out of warranty units must have a Purchase Order to cover a labor cost. Customers shall receive a quote for repairs before anything is charged to the PO.

2.4.3 If a product has been repaired by NEXCOM, and within three months or 90 days after the initial repair, the product requires further repair for the same problem, NEXCOM will repair the failure free of charge. However, such free repair does not apply to a product which has been subjected to misuse, abuse and unauthorized repair or a product that required repair for a different problem.

2.4.4 While NEXCOM will do everything possible to repair out of warranty units, the repair service may be limited due to technical limitations and/or availability of spare parts.

2.4.5 Out-of-Warranty charge Cost：

- ◆ Once NEXCOM RMA center has received the repair order, NEXCOM will issue P/I for Diagnostic charge** to Customer firstly.
- ◆ No Defect Found (NDF), NEXCOM will charge Customer for inspection cost**
- ◆ If Customer refuses to pay the repair charges, NEXCOM will charge Customer for inspection cost**

Product out-of-warranty service charges
= Diagnostic/Repair fee + Material cost + Shipping cost (if happened)

** Diagnostic/Repair/Inspection fee please contact the NEXCOM RMA contact person for details.

2.5 Refurbish & Rework Process

2.5.1 Depending on customer requirements and case by case discussion.

2.5.2 The service may vary depending on Labor/Shipping and the cost of replacement materials.

2.5.3 Additional costs will be confirmed by the Sales Manager before the rework takes place.

3. Product Repairing

3.1 NEXCOM will repair defective products covered under this limited warranty that are returned.

3.2 NEXCOM owns all parts removed from repaired products.

3.3 NEXCOM will use parts made by various manufacturers in performing the repair.

3.4 The repaired products will be warranted subjected to the original warranty coverage and period only.

3.5 NEXCOM will issue RMA Report which included Repair Detailed Information to the customer when the defective products were repaired and returned.

3.6 In addition to the above, NEXCOM may authorize Independent/Third- party suppliers to repair the defective products for NEXCOM.

4. Product End of Support

4.1 Any product being discontinued will be announced as EOL (End of Life) and identified on the price list for at least six months prior to its discontinuation. At the last buy day, discontinued products will be removed from the price list and are no longer available for purchase unless specially requested.

4.2 Product Support, however, will last until the day of EOS (End of Support) which is the last Shipment Day of EOL product plus the product Warranty Period. So, the product support and warranty for the Last-buy discontinued product will be granted until its warranty period is expired, that's, reaching the EOS Day of the product.

4.3 Before its EOS Day, NEXCOM will continue to investigate, troubleshoot, and characterize issues in an attempt to provide solutions and workarounds for these products; when it reaches its EOS Day, NEXCOM will only provide limited support on a commercial effort basis.

4.4 NEXCOM reserves the right to charge for any requested support/service of any EOS product. In addition, NEXCOM reserves the right to reduce service available for renewal EOL product under this policy at any time in its sole discretion, with or without notice.

5. RMA service centers and Contact Information

Location	RMA center	Shipping address
Taiwan	NEXCOM International Co., Ltd.	16F, No. 653, Bannan Road, Zhonghe District, New Taipei City 220, Taiwan (R.O.C.)
Taiwan - Taoyuan	NEXCOM International Co., Ltd.	2F, No.50, Hwa-Ya 3rd Road, Guishan District, Taoyuan City 333, Taiwan (R.O.C.)
USA	NEX COMPUTERS INC.	41300 Boyce Road, Fremont, CA 94538, USA
Hungary	SzeleMillfix Limited Liability Company	44 Bartok Bela way, Tapioszele 2766, Hungary
CN-Shanghai	上海兢汉信息科技有限公司 NEXCOM SHANGHAI CO.,LTD.	上海市闵行区剑川路 953 弄 154 号飞马旅交大科创园 C 栋 406-407 室，邮编：201100 Room 406, Building C, No 154, Lane 953, Jianchuan Road, Minhang District, Shanghai, 201100 China
CN-ChongQing	重庆科立锐兴电子科技有限公司 CHONGQING NEXRAY TECHNOLOGY Co., Ltd.	重庆市永川区凤凰湖工业园电子二小区 B4 幢 2 层 402160. 2F, Building B4, Electronic 2nd area, Phoenix Lake Industrial Park, Yongchuan District, ChongQing City, 402160 China

Contact person as followed list

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