

RMA Terms (Return Merchandise Authorization)

Seller:

Product:

Brand:

Country of Original: China

Thanks for select AMC FLEX LED Power Supply.

We wish you enjoy our products and service, below is our RMA Terms.

#### 1. QA&QC Inspection process

From Raw Material to final inspection, AMC FLEX will do following process, to make sure the cargo was 100% pass before shipment

AMC FLEX do inspection before delivery on the quantity, specification & quantity under AQL inspection level(Major 1.5, minor 4.0) and passed inspection report will be sent out to buyer before shipment. And any inspection from buyer or other third party will be highly welcome also before delivery.

#### 2.About the quantity issue

The claims, if any regarding to quantities of the goods, shall be lodged within 7days after shipment arrival at the destination.

#### 3.About the quality issue;

If any regarding to the quality of the goods(quality refers to electric function & design problems only, wrong operation defects are not within quality range), contact within 30days after the goods arrival at the destination with an authorized 3rd party's proof(TUV/SGS/ITS/BV etc...) AMC FLEX won't accept return the goods unconditionally like some retailers policy, it should be handled by importer or wholesale itself, only the defective caused by quality issue can be negotiated with AMC FLEX.

Buyer has the obligation to provide pictures. videos and defective samples to supplies evaluation.

4.AMC FLEX grants warranty period of 3-5years depending on different products.

There are 2 solutions for choice, buyer can select either A or B.

A) AMC FLEX will provide 0.5%for each shipment, the buyer take full responsibility

B) Buyer will send back the defective units to us on own cost in a quarterly time period. AMC FLEX will repair or change the RMA products on its own expense and send back to buyer.

The returning goods from AMC FLEX should be in100% new condition that buyer is able to sell these goods as new units again.

Buyer will not be responsible for any cost and RMA procedures.

RMA goods should be changed or repaired within 60days upon received the defective products. If AMC FLEX is not able to repair and refurbish the RMA goods within 60-90days after get the RMA back from buyer. Buyer hold the right to deduct the RMA value from the next payment to AMC FLEX. AMC FLEX can also issue a Credit note in case he doesn't want to repair or refurbish. The Credit should be exactly some as the buying price.

5. Special Case of RMA- over 2% RMA

if there is a special case in RMA for example,"Mass defective" in each product, the AMC FLEX should be 100%responsible for all RMA shipping costs. Means AMC FLEX has to pick up the goods and send the goods back under his own.

Signed by CEO

Signed by Supplier CEO