

Warranty Terms and Conditions

Standard 3-year Warranty Services

INNO INSTRUMENT Inc. (hereinafter referred to as the INNO) offers industry leading 3-year warranty service on our products.

- Standard 3-year Service Warranty

Standard Warranty Repair Service

Warranty and out of warranty service should be obtained by contacting the dealer/retailer or distributor where the customer purchased the product. When requesting for service, the proof of purchase and the product serial number must be provided. The return of the defective product should be strictly through the original route of purchase, and the customers shall pack the product appropriately to prevent the returned product from suffering in the transportation.

There are no user serviceable parts inside the product. Do not allow any unauthorized service center or personnel to repair or modify the product. If the original channel is no longer in business or unavailable, the customer may contact INNO Customer Services for international RMA services.

It is customer's sole responsibility to back up his/ her data. Before allowing any service from INNO, the customer must back up the data and remove any of the customer's confidential, proprietary or personal information. Neither INNO nor its service provider will be liable for any damage, loss and exposure of confidential or private information or data contained in any product, hardware, software or media.

Limited Warranty

INNO warrants its products against defects in material and workmanship. Under normal use and service, every hardware portion of the products will be free from physical defects in material and workmanship during the warranty period, or the product will be repaired or replaced as determined solely by INNO.

INNO provides a limited warranty for its products only to the person or entity that originally purchased the product from INNO or its authorized distributor or personnel. INNO will not be liable in any way for the loss of data stored on INNO's products and any damage caused by this.

If a product does not operate as warranted during the applicable warranty period, INNO shall, at its option and expense, repair the defective product(s) or part(s), deliver to the customer an equivalent product(s) or part(s) to replace the defective item. All product(s) that are replaced will become the property of INNO. Replacement products may be new or reconditioned.

INNO standard warranty service covers only for Fusion Splicers and Test Measurements. Other related accessories such as Cleaver, Battery, AC/DC Adaptor are covered 1-year warranty service.

Expense of shipping cost will be charged by under following conditions

- INNO shall provide shipping costs of both ways for DOA in 30 days from purchase
- INNO shall provide shipping cost of repair parts to approved partners within the warranty period
- Shipping cost of both ways shall be charged by approved partners for repair of defective product
- INNO shall provide One-way shipping cost of Repair of product for deflection in 6months from purchase.

Warranty does not apply, if

- The warranty period is expired,
- The serial number label is missing or unrecognizable,
- The product has been modified or repaired by any unauthorized service center or personnel.
- The product has been modified or repaired by any unauthorized way.
- The defect was subject to abuse, improper use not conforming to product manual instructions, or environment conditions more severe than those specified in the manual and specification.
- The defect was subject to Force Majeure, such as acts of God, flood, lightning, earthquake, war, theft.
- General calibration service of a defect-free product

INNO RMA Policy

Return to Factory Repair

All claims for hardware units that fail (under warranty, not under a maintenance contract) will be repaired or replaced at the sole discretion of INNO Instrument, Inc. (hereafter, INNO). INNO's repair centers are located in Korea, USA and Germany and India. Please refer to the RMA return instructions in the RMA Request Form.

All returned material must have a valid INNO RMA number. This number is necessary to ensure proper tracking and handling of returned material at the factory. Do not return any hardware until an RMA is issued. INNO, reserves the right to refuse shipments that do not have an authorized RMA number. Refused shipments will be returned to the shipper via collect freight.

All RMA will be returned within 15 business days from receipt date.

Dead on Arrival (DOA)

For hardware that is considered Dead On Arrival (DOA) within the first thirty (30) days from the shipment date of product from INNO manufacturing facilities, INNO will provide an expedited replacement of the affected field replaceable unit (FRU). A new unit will be made available for shipment from INNO manufacturing facility within five (5) business days of RMA issuance, defective part(s) or product(s) must be shipped back to INNO Instrument within ten (10) days after the INNO Instrument replacement part(s) or product(s) is delivered, or customer will be invoiced the full purchase price of the replacement part(s) or product(s). Customers should allow for delaying of shipment due to transit and custom clearance time if international customs clearance is required. INNO Customer Services can assist the customer in facilitating the return of a defective DOA unit.

Advance Replacement

If Customer has requested Advance Replacement support, then INNO will provide replacement part(s) or product(s) to Customer in accordance with the Advance Replacement Service. The replacement unit will be shipped to the customer after the following three conditions have been fulfilled:

- The unit has been identified as a defective unit by a INNO Customer Services engineer and the advanced replacement RMA number has been issued.
- The original guarantee of the replacement unit has been provided by the customer.
- The address information has been confirmed by the customer.

The replacement unit will be shipped using standard 5-day express or an equivalent level of service. The replacement unit will be an identical unit or an upgraded unit if an identical unit is not available. The replacement could be a brand new or a reconditioned unit according to INNO's choice.

The Advanced Replacement only covers only for the main products those defect already covered by the INNO manufacturer warranty, all others accessories such as cables, adapters, etc. are not covered.

Customer / Reseller Responsibility

- Customer must provide the necessary help to INNO Customer Services engineer to determine whether the unit is failed or not.
- Customer must provide full details in the Advanced Replacement RMA request to minimize processing time, such as model name, defective unit serial number, shipping address, contact person, phone number, email address, defective unit problem description, working conditions, etc.
- Customer must return the defective unit(s) within ten (10) business days following receipt of the replacement units.
- Customer must ship the defective unit back to INNO in the packaging provided with the replacement unit. If the packaging is damaged during shipping, customer must provide their own proper packaging to ensure safe return shipment to INNO.
- It is a customer's responsibility to remove all old shipping waybills, air shipping labels etc. from the original packaging and affix a new shipping label and waybill on the outside of the box. Failure to do so will mean any extra shipping costs incurred or lost units will be charged to the customer's account.

Customer Induced Damage (CID) Unit

If any defect in the product(s) or part(s) were caused by misuse, neglect, accident, abuse, improper repair, alteration or modification by the Customer, or any act in violation of the original selling conditions of the product by manufacturer, the product is considered to be a Customer Induced Damage Unit (CID). Since the warranty has been voided by the Customer's actions, the Advanced Replacement cannot be applied and the Customer's account will be charged the MSRP (Manufacturer Suggested Retail Price) value of the replacement product shipped and the Customer's original warranty will be reinstated.

Delayed Return

If the customer fails to return the unit within ten (10) business days after receiving the replacement units, INNO will charge the customer's account EUR 100 per day up to the value of the unit's MSRP. This charge is not refundable unless the customer can provide Proof of Delivery (POD) that indicates the customer did return the unit on time.

Courier Lost or Damaged

It is INNO's responsibility to make a compensation claim to the courier if the replacement unit is damaged or lost by the courier and to ship another replacement to the customer. It is the customer's responsibility to make a compensation claim to the courier if the returned unit is damaged or lost by courier. The full price of the unit will be charged to the customer's account.

[Please do not return any hardware back to INNO without a valid and authorized Return Material Authorization \(RMA\) number.](#)

When requesting an RMA, please provide the following information:

- Product model number for the defective hardware
- Product serial number for the defective hardware
- Description of failure and troubleshooting performed to isolate cause
- Working conditions
- Customer ship-to address
- Contact name
- Contact phone, fax, and/or e-mail

INNO Instrument, maintenance and support services offerings for its hardware systems do not provide for repair or replacement of certain parts installed in or sold for use with INNO Instrument systems.