

Customer RMA policy

This policy is only applicable to BEL power products

1 Warranty

1.1 Warranty Void

Unauthorized opening of any units without prior authorization from BPS will result in the voiding of the warranty.

1.2 In Warranty

RMA requests for products under warranty will be processed at no charge to the customer provided that the findings are not customer induced or determined as “no trouble found” (NTF). BPS reserves the right to either repair or credit the in-warranty returned product.

1.3 Out of Warranty

RMA requests for units out of warranty (OOW) will require a customer purchase order prior to issuing the RMA. BPS reserves the right not to process repairs for any of the OOW products.

1.4 Standard Warranty

The standard product warranty is two years from the verified shipment date from BPS, if the shipment date cannot be verified, the product manufacturing date code will be used to calculate warranty period.

1.5 Repair Warranty

All repaired units will be warranted for three months for the specific repair conducted or for the remaining original warranty period, whichever is longer, upon shipment from RMA center.

2 Repair Report / FA Report

For IW RMAs, customers can request a Failure Analysis Report (FA Report), otherwise a Repair Report will be provided. For OOW RMAs, the repair report is supplied with the repaired product at no charge, while the FA report is available for a fee. Other report requests (e.g., CAPA/8D) needs the involvement of a Customer Quality Engineer (CQE) at Bel. Fees may apply if a Customer CAPA or specific report is deemed unnecessary by the CQE but is still requested by the customer.

3 Product Revision

BPS will repair the product to match the functionality of the originally shipped product revision. Engineering changes affecting long-term reliability may be implemented.

4 Upgrades

Upgrades can only be made to new/un-used units, cost will be conveyed to customer at RMA creation stage by Customer Service Group (CSG).

5 Product Cosmetics

In-Warranty returned products with time in service at customer sites will not be refurbished to the original cosmetic appearance unless requested, approved, and paid for by the customer.

In-Warranty Returned products with no time in service at customer sites and with non-compliance cosmetics will be refurbished to the original product revision's cosmetic specifications. BPS reserves the right to refurbish the product to current revision.

6 Customer Induced or No Trouble Found

If the product is found to be customer-induced or NTF, charges will apply. CSG will send the charge details to the customer.

Failure to respond or provide a purchase order for charges within fifteen (15) working days will stop the RMA processing. After ninety (90) working days without response, BPS will scrap the product.

7 Packaging

Customers are responsible for ensuring proper packaging when returning the unit, according to BPS Shipping Guidelines. BPS will not be liable for improper packing of products. BPS may reuse customer-returned packaging if undamaged.

8 Shipping Guidelines

For IW RMAs, terms are DAP. Customers are responsible for freight charges from the customer to BPS. Customers will not incur customs duties and taxes when shipping to BPS.

Upon return of goods from BPS to the customer, terms are DAP, with BPS responsible for return freight charges. The customer will be responsible for any customs duties and taxes based on the laws of the receiving country.

For OW RMAs, terms are DDP from customer to BPS and EXW or FCA from BPS to customer. The customer is responsible for all freight, customs charges, taxes, and duties both to and from BPS.

9 Turn Around Times

The Turn Around Time for the standard repair and the final report depends on the product family and varies between 14 and 30 working days after receipt of the device at the RMA center. Deviating Turn Around Times (e.g. 1-7-14) are applied if they have been contractually agreed with the customer, in exceptional cases, if more time is required, CQE or CSG will contact the customer.