

Extremely Confidential

Confidential

Ordinary

ACMEPOINT TECH. CO., LTD.

General

Subject:	ACMEPOINT CSD Service Process	Rev.: 1	Page 1 of 5
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ACMEPOINT Customer Service Process

Prepared by: **RMA Service Div.**

Subject:	ACMEPOINT Customer Service Process	Rev.: 1	Page 2 of 5
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1. Purpose

Describing the ACMEPOINT Customer Service Process

2. Scope

This document applies to all LCD service operations.

3. Terms Definition

RMA: Return Material Authorization

TAT: Turn Around Time

IW: In Warranty

OOW: Out Of Warranty

DDP: Delivery Duty Paid

CR: Customer Responsibility

4. RMA Activities Flow

1. Customer set forth RMA request to ACMEPOINT CSD's RMA contact person for return cargo permission by using RMA Number Request Form (Attachment 1) .

RMA Contact information

RMA Contact Information

Name: Apple Chen

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Subject:	ACMEPOINT Customer Service Process	Rev.: 1	Page 3 of 5
----------	------------------------------------	---------	-------------

2. ACMEPOINT CSD may decide to perform on-site inspection or not for each RMA request.
3. ACMEPOINT CSD issues effective RMA number to customer by using RMA Number Confirmation Notice in one working day after receiving customer's RMA request, or after on-site inspection is performed. In the meanwhile, the shipping-back location of such RMA panels will also be assigned along with such confirmation notice.
4. In case the products returned without applying RMA number in advance, ACMEPOINT CSD reserves the right to refuse to accept such un-authorized returns. The products might then be rejected and shipped back to the shipper under shipper's cost. Besides, the shipping documents shall be well prepared to prevent any possible obstacle during oversea or domestic transportation. Such important shipping information shall be issued to ACMEPOINT CSD contact person to have everything smoothly run.
5. Once the effective RMA number is issued, customer shall return defective products with RMA number and Defect Name of each product (please refer to the column Defect Name List in RMA number request form). Customer is requested to inform ACMEPOINT CSD shipping information of each delivery in advance so that ACMEPOINT CSD can have better arrangement for receiving activities and repairing resources. ACMEPOINT CSD will inform Receiving Dept. and Import/Export Dept. upon such information.
6. ACMEPOINT CSD will check if returned panels match with the packing list & RMA request or not. If any difference is found, the discrepancy report shall be issued to customer for confirmation. This discrepancy report shall be sent to Import/Export department for correcting the custom documents as well. All the extra expenses due to such recovery operation shall be born by customer after ACMEPOINT issues invoice to customer.
7. If customer cannot approve this discrepancy, CSD will deliver this RMA goods returned back to customer without performing any repairing job. After getting customer's agreement, the RMA returns can be sent to repair process.
8. In case chargeable repair occurs, a service charge list will be issued to customer. Customer is obligated to pay such repair fee by T/T to ACMEPOINT designated bank account.
9. ACMEPOINT CSD will issue shipping information to customer so that customer can be aware of RMA shipping status.
10. Repair shipping costs (include all expenses on the way, DDP term) shall be borne by both parties one way for each other. Basically sender pays the way; unless different agreement is made in advance. If RMAs was judged NDF (no defects are found) \ OOW or CID (Customer Induced Damage), customers shall bear the shipping costs in the returned products.

5. IW and OOW Service

1. 12 months' new product warranty period for Z \ P \ N grade.
1 month' new product warranty period for special Sales Order.
 2. Service period
IW RMA: within 12 months or 1 month
OOW RMA:
 1. out of warranty period.
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Subject:	ACMEPOINT Customer Service Process	Rev.: 1	Page 4 of 5
----------	------------------------------------	---------	-------------

2. Within warranty period but belong to CR defects such as Polarizer scratch, glass broken, connector damage, lamp wire broken, failures caused by obviously mechanical damages or users' mis-operation ...etc.

3. RMA Repair TAT

Normally, TAT strongly depends on the return quantity of each RMA. ACMEPOINT CSD will try all his best possible efforts to keep the RMA TAT within 4 weeks.

【Form 1】



RMA number request form (For customer)

【Form 2】

Classification	Defect Name	Remark
Function Defect	V Line	Inspect with IIS
Function Defect	H Line	Inspect with IIS
Function Defect	V Block	Inspect with IIS
Function Defect	H Block	Inspect with IIS
Function Defect	No Display	Inspect with IIS
Function Defect	White Screen	Inspect with IIS
Function Defect	Abnormal Display	Inspect with IIS
Function Defect	Gray Defect	Inspect with IIS
Function Defect	Flicker	Inspect with IIS
Function Defect	Noise	Inspect with IIS
Function Defect	Brightness Deficiency	Inspect with IIS
Function Defect	Viewing Angle Fail	Inspect with IIS
Function Defect	Frame Damage	Inspect with IIS
Function Defect	Connector Damage	Inspect with IIS
Function Defect	Screw Damage	Inspect with IIS
Function Defect	Cell Broken	Inspect with IIS
Function Defect	Amiss Version	Inspect with IIS
Function Defect	Amiss Model	Inspect with IIS
Mura	General Mura	Inspect with IIS
Mura	Gap Mura	Inspect with IIS
Mura	Color Mura	Inspect with IIS
Mura	Rubbing Mura	Inspect with IIS
Mura	Shut Mura	Inspect with IIS

ACMEPOINT TECH. CO., LTD.**General**

Subject:	ACMEPOINT Customer Service Process	Rev.: 1	Page 5 of 5
----------	------------------------------------	---------	-------------

Mura	Weak Line Mura	Inspect with IIS
Mura	Strip Mura	Inspect with IIS
Mura	Spot Mura	Inspect with IIS
Dot	Bright Dots	Inspect with IIS
Dot	Dark Dots	Inspect with IIS
Dot	Continuous Dots	Inspect with IIS
Dot	Adjacent Dots	Inspect with IIS
Dot	LC Twist	Inspect with IIS
Dot	Sandy	Inspect with IIS
Scratch	Polarizer Scratch	Inspect with IIS

Classification	Defect Name	Remark
Scratch	Inside Scratch	Inspect with IIS
Bubble		Inspect with IIS
Particle		Inspect with IIS