



Customer RMA Policy

This policy is only applicable to BEL power products.

Warranty Void

Unauthorized opening of any units without prior BPS authorization or approval will void the warranty.

Standard Warranty

Standard product warranty is two years based on the verified shipment date from BPS, if shipment date cannot be verified the product manufacturing date code will be used to calculate warranty.

Repair Warranty

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

Shipping Guidelines

For IW RMAs terms are DAP, customer is responsible freight charges from customer to BPS; customer will not have to pay customs, duties, and taxes from customer to BPS.

Upon return of goods from BPS to customer terms are DAP, BPS is responsible return freight charges; customer will be responsible for paying any customs, duties, and taxes based on 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 from customer to BPS and from BPS back to the customer.

In Warranty (IW)

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

Customer Induced or No Trouble Found

If the product is found to be customer induced or NTF charges will apply.

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.

Failure Analysis

There are two types of FA available, simple FA (shows only the failure) and FA with Root Cause and Corrective Action. Simple FA is free for In Warranty products or for Out of Warranty product being repaired. FA with RCCA is charged at \$1,000 USD per unit to complete and is only available for In Warranty products.



Packaging

The buyer or customer is responsible to ensure the proper packaging when sending back the unit, per our Shipping Guidelines. BPS will not bear the responsibility caused to unit due to improper packaging, BPS has the option to re-use customer returned packaging as long as no damage has occurred.

Product Cosmetics

In Warranty returned products with time in service at customer sites, will not be refurbished to the original cosmetic appearance. Should the customer need cosmetic refurbishment, it should be requested and a quote will be provided and a charge will be applied upon approval.

In Warranty Returned products with no time in service at customer sites, with cosmetic non-compliance, at time of receipt of BPS shipment not induced by customer handling, will be refurbished to the original product revision cosmetic specification. BPS reserves the right to refurbish the product to current revision.

Turn Around Times

For Standard Repairs, Thirty (30) working days after receipt of the unit at the RMA repair or FA center.

For Failure Analysis, will follow the 1-7-30 work days rule, which is; 1 day for verification, 7 days for prelim report and 30 days for final report.

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