



Leopard Imaging

LI-QR-10-029 V2.1

RMA Policy

1. Warranty Coverage and Limitations

- **During Warranty Period:** For items within their warranty period, Leopard Imaging will cover the cost of repairs. However, customers are responsible for shipping costs, except in instances where the defect is due to Leopard Imaging's fault.
- **Post-Warranty Terms:** Once an item's warranty period has expired, customers are required to bear all costs associated with shipping and repairs.

2. Restocking Fees

- A restocking fee of 20% per item is applicable for returns initiated beyond the initial two-week acceptance period.

3. Credit Memo and Refunds

- **Credit Memo:** Credit memos must be requested within 30 days from the purchase date for full credit eligibility, pending confirmation from the Product Management Team. This is at the discretion of the RMA department.
- **Eligibility:** Only items under warranty are eligible for a credit memo. This excludes product-style power supplies, accessories, parts, items sold without depot warranty, or items that are end-of-life.
- **Condition:** Returned items must be in their original packaging, without signs of use, cosmetic, liquid, or physical damage, and must not have been activated.

Restocking Fees for Credit Returns: The structure will be based on the time frame from the date the customer receives the item due to potential shipping delays:

- **No restocking fee** for returns initiated within the first 2 weeks from the date the customer receives the item.
- **20% restocking fee** for returns initiated after 2 weeks.
- **25% restocking fee** for returns initiated after 1 month and before 3 months.
- **50% restocking fee** for returns initiated after 3 months and before 6 months.
- **75% restocking fee** for returns initiated after 6 months and before 12 months.
- **No credit** will be granted for units returned past 12 months.

Shipping and handling fees are non-refundable and non-transferable, as are expedited fees.



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4. Additional Policies

- **Accounting Notification:** The accounting department must be informed of any restocking fees being charged.
- **Expedited Orders:** Restocking fees will be applied to all returns of expedited orders unless the item is defective, or an exception is approved.

5. Special Circumstances

- **Under Warranty:** Items under warranty are subject to the terms outlined above regarding shipping costs and repair coverage.
- **Out of Warranty:** Items that are out of warranty are subject to the post-warranty terms regarding shipping and repair costs.
- **Damaged Units:** Specific procedures and potential fees apply to the return of damaged units, depending on the condition and warranty status.
- **Evaluation Units:** Evaluation units may have specific return policies, which will be communicated at the time of the loan agreement.
- **RMA Rejection Policy:** Items that do not meet the return criteria may be rejected for RMA.
- **RMA Time Policy:** The timeframe for processing an RMA will be communicated upon RMA request submission.
- **Module with customized focal distance gluing lenses:** We do not accept returns for customized focal distance gluing lenses unless there is a defect attributable to the gluing process.

Notes:

- This policy is designed to ensure clarity and fairness in the return and repair process for our customers. Leopard Imaging reserves the right to modify this policy at any time. For further inquiries or clarification, please contact our sales department.
- On a case-by-case basis with provision for special approval

Signed,

Bill Pu, President of Leopard Imaging Inc.