

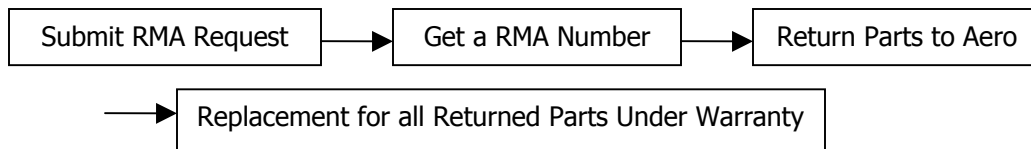


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## RMA POLICY

### General Rules

1. We are responsible for replacement for any non-consumable parts under the following circumstances:
  - Manufacturer defects, including electronic failure and mechanical failure, if the parts are in warranty period.
  - Any failure when you first time installed; report to us immediately.
  - Print head must use inks purchased from Aeromatrix Inc.
2. We are not responsible for replacement for any damaged parts under the following circumstances:
  - Inappropriate usages or operations.
  - Same reason causes parts damaged during a short period.
  - Print head clogged because of careless after a printing task. See the FY User's Manual for maintenance guide.
3. Warranty Period
  - Print head: 6 Months
  - Electronic parts: 1 year
  - Invoice Date is counted as start date for all parts; we may extend 10 days for the shipment.
4. RMA Road Map: see RMA Procedures for details



5. Special Advance Services: we provide special advance services, which ship RMA parts before receiving the damaged ones, to our customers who have good credit. We would not provide the services if customers failed to fulfill their promise.

### RMA Procedures

1. All RMA request forms must be completely filled out and must come with a report for explaining the failure.
2. Fax the completed form with your invoice to 1-305-392-5518.
3. We issue a RMA number for your request and fax or email it to you in 48 hours; the RMA number is valid for 30 days only.

4. After you have the RMA number, send us the damaged parts include in this RMA to:  
10500 NW 29 Terrace, Miami, FL33172, USA.  
**Note: Please attach the RMA request form (s) and make a list for all return parts with your shipping package.**
5. Once received your damaged parts, we will check the parts to decide whether the part is under warranty. We will email or fax a Receipt Notice to you, including reception date, part name, part returned, quantity for replacement, etc. If we do not receive any notice from you in 48 hours, the RMA replacement is confirmed.
6. All merchandise requires antistatic protection packing when shipped back to us.
7. Provide your ship tracking number to us if it is applied.
8. RMA for print head:
  - Must use inks and clean solution purchased from Aeromatrix
  - Clean print head (s) with appropriate solvent flushing
  - Pack print head (s) in the original package
  - Provide the serial number and date for installation of the print head (s)
  - Fill out a Print Head Failure Report Form; otherwise, we are not responsible for replacement, even if the print head is still under warranty
  - Print heads are not under warranty if the nozzles blocked by ink.
  - Print heads are not under warranty if there is any physical damage on the surface.
9. We will provide a RMA replacement form with a RMA shipping package.

**Note:**

- The policy is effective in January 2004.
- Any violation for the rules might cause **Non** replacement for RMA parts.
- Contact us at [rma@aeromatrix.com](mailto:rma@aeromatrix.com), if you have any questions.