

## RETURN MERCHANDISE AUTHORIZATION POLICY



### ***The defected goods should be well protected and come with:***

- Issue addressed
- Contact detail
  - User Name
  - Mailing Address
  - Phone number
  - Other information if necessary

PEAKHARDWARE does not normally handle Return Merchandise Authorization (RMA) requests from end users. All end user's RMA requests should be handled by retail stores the product was purchased from and through Distribution channels back to us.

However, PEAKHARDWARE recognizes the fact that sometimes the computer store is liquidated before the consumer's product loses its warranty, or customers may purchase our products in a foreign country while traveling abroad. These will be recognized as "special cases" by PEAKHARDWARE and we are willing to take an extra step to provide a high service to our customers. *(NOTE: This special case RMA does not cover any PEAK products purchased from an online auction such as eBay.)*

PEAK TW will take care the end-consumer's RMA request by sending the replacements products out from Taiwan (freight on Taiwan) once customers can provide us a copy (fax, scan, or an attachment of original confirmation email) proof of purchase. Once a valid RMA number has been granted, please send your defective parts back us at the address below:

**PEAKHARDWARE INTL CO., LTD**  
**6F, No. 163, Keelung Road, Sec.1, Sinyi District, Taipei, 110, Taiwan**

As soon as we receive the defected goods, we will review and make sure those damages are not made by artificial intention or misused and under PEAK warranty. Otherwise, PEAK will not take the responsibility to repair or replace the product.

A kindly reminder that customers should address their issues and also state their contact information for our tracking. The defected goods should be well protected, to avoid the unexpected issue of out of warranty. Moreover, PEAK will try our best to help, but are not able to grantee the data recovery / retrieval if any request from customer. PEAK can decide not to take such efforts depending on professional consideration.

The shipping record should be kept until the goods returned. PEAK will not take action if goods are lost during shipment.



*The Right Choice*

[www.peakhardware.com](http://www.peakhardware.com)