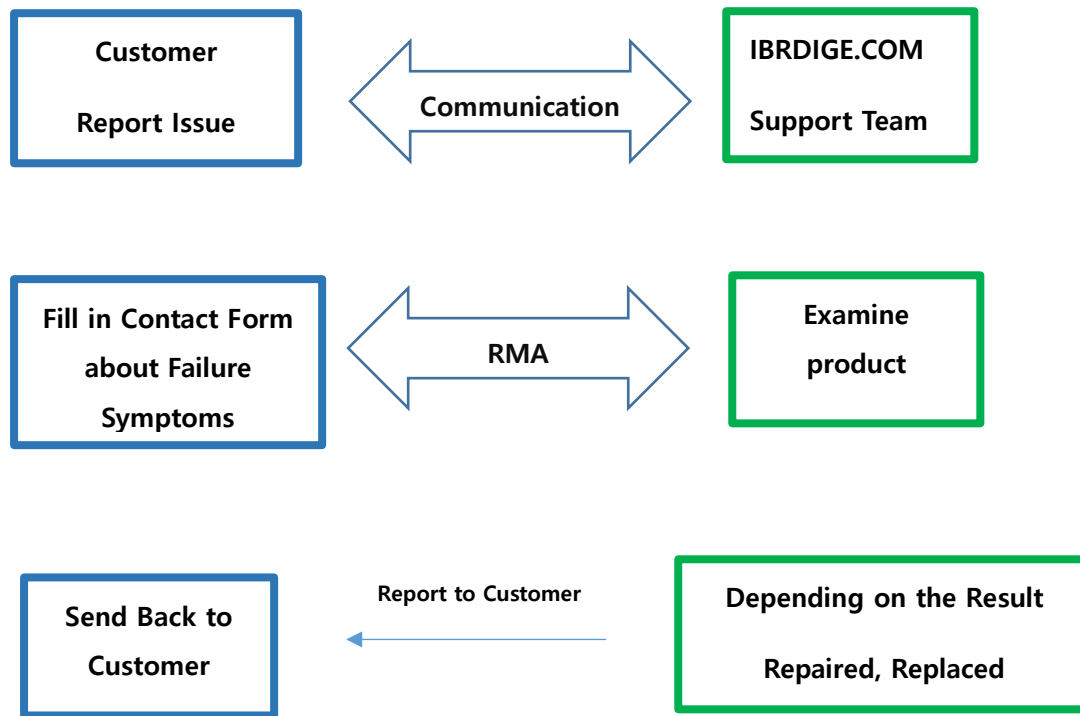


RMA process

Return Material Authorization, is the authorization for products returned from customer to IBRIDGE.COM CO., LTD. once defective product is found at customer's side.



DOA (Dead On Arrival)

Product usually found at customers incoming inspection that does not meet functional requirements and is usually caused by supplier manufacturing or during transit to customer side

CID (Customer Induced Defect)

Units mishandled, misused, un-willfully damaged, modified, changed, neglected, or defected by customer or via customers, end customer. If applicable end customers will be responsible for all cost associated with repairing and returning the CID unit to IBRIDGE.COM CO., LTD for repair.

If customer repairs RMA without IBRIDGE.COM's written consent, those specific RMA goods will treat as warranty void.