



## ***Circuit Board Warranty***

### **Workmanship Guarantee**

SMT NW Inc. guarantees that all boards meet or exceed IPC-A-610 class 2 requirements, and boards will be loaded according to customer supplied BOM and assembly instructions. We must be notified within 60 days of original shipment date and boards must be returned to SMT for full inspection within 90 days of original shipment date. SMT will inspect all boards returned for workmanship errors, repairs will be made and boards will be returned as soon as possible.

### **Turnkey Guarantee**

SMT NW Inc. guarantees parts purchased will be from customer supplied AML (Approved Manufacturers List). SMT will only deviate from this list with written approval from an approved customer contact and the customer must supply a replacement manufacturer part number.

### **Defective Components**

SMT NW Inc. only warrants parts purchased for turnkey projects. If SMT does not perform a functional test as part of the build process then it is the customer's responsibility to identify which component is defective. SMT will remove and replace the defective component at its own expense. Customers must allow enough time for SMT to get replacement components and to perform the rework steps.

### **Damaged Components**

SMT NW Inc. guarantees proper handling and ESD control for customer supplied components. If a component is damaged while in our possession, upon customer's request SMT will issue a credit for the value of the damaged component.

### **Damaged Boards**

SMT NW Inc. does not warrant damage to Circuit Boards or box builds caused by abuse, mishandling, improper ESD control, faulty test equipment, or board design errors while in the customer's possession. Any board returned to SMT for inspection deemed Damaged, will be marked as so and returned to the customer with no warranty. SMT will fix damaged boards only at the customer's expense; it will be treated as a new order requiring a new PO and with standard turn times.

### **Corrective Action**

SMT NW Inc. will provide a written corrective action response for all Warranty issues. Customers will receive written responses no later than two business days from delivery of the fixed product.

***“Growing & Embracing the Change of Technology”***