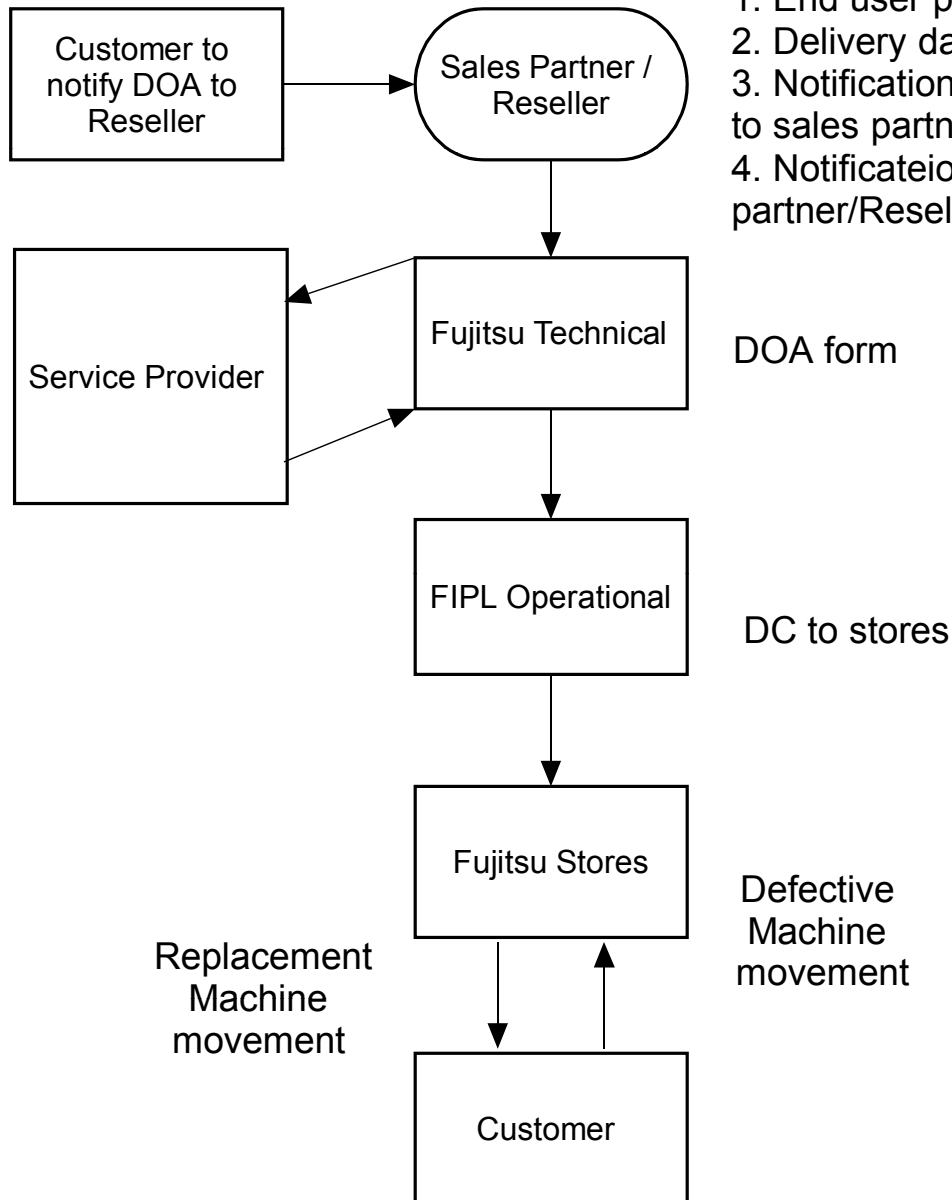


DOA process for Customer



Sales Partner need to provide following info

1. End user purchase Date
2. Delivery date
3. Notification date - End user to sales partner/reseller
4. Notification date - Sales partner/Reseller to Fujitsu Tech

DOA Terms and Conditions

1. On customer notification about DOA, Sales partner/Reseller should notify the same to Fujitsu technical team within 7BD from the date of purchase.
2. DOA - Dead on arrival - Machine dead or Machine is behaving abnormally on the specification mentioned in datasheet.
3. Replacing the machine under DOA purely based on the merits of problem nature within the machine specification
4. Transit damages cannot be claimed under DOA
5. DOA can be claimed within 7BD from product data of purchase