



COMPOMAX TECHNOLOGY LTD

FLAT 2001, 20/F., CCT TELECOM BUILDING,
NO. 11, WO SHING STREET, FOTAN, N.T., HONG KONG.
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**Order Policy for Customers
Compomax Technology Limited (2017 Edition)**

Three Aims of the Order Policy:

To ensure -

1. information listed on the Purchase Orders (PO) are complete, correct and up-to-date
 2. expectations for products by Customers and Compomax (CP) are aligned before Production
 3. final products meet quality expectations
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A. Purchase Order Policy

Required Information as confirmation:

1. Product nature
2. Drawing (revision, dimension, tolerance, and materials)
3. Bill of materials (for assembled parts)
4. Prices
5. Quantities
6. Delivery date

Responsibility for CP Sales representative:

- I. Collect and confirm information (1-6) from customers
 - II. Send confirmation emails to customers
 - III. Proceed PO to production team
 - IV. Execute "Order Change Policy"
(if a request on changing confirmed information is received)
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B. Order Cancellation/ Order Change Policy

Changing information (1-6) after confirmation refers to “Order Change”, the procedures depend on time frames.

Scheduling period (within 48 hours after order confirmation)

- The product(s) is under preparation activities
- Example: purchasing raw materials, production preparation, scheduling, etc.

CP Sales representative accepts:

- I. Order Cancellation without charges
- II. Order Change without charges

Production period (over 48 hours after order confirmation)

- The product(s) is under production activities
- Example: working on drawings, programming, fabrication, coating, etc.

CP Sales representative accepts:

- I. Order Cancellation with charges according to prices on purchase order
- II. Order Change with charges based on the difference on production cost

Delivery period (1 week before delivery date)

- The product(s) is under delivery activities
- Example: quality check, packaging, shipping, etc.

CP Sales representative accepts:

- I. Order Cancellation with charges according to prices on purchase order
- II. Order Change with charges on total production cost incurred

***Whenever an Order Change is accepted, a new delivery date of the updated order would be rearranged under compromise by both parties.**



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C. Return Policy

If the products demonstrate deviation with customers' expectation in the following aspects, they can be returned and reworked.

a- Material

b- Package

c- Assembly

(For Situations a to c, please send an Email attaching photos of the Products delivered and clearly point out the problem. When the Request is received, a Return Material Advice (RMA) Number will be given.)

d- Dimension*

(According to our factory procedure, our final products have to pass Factory Quality Control (QC) Tests before shipments and delivery. Should there be any failure on meeting confirmed requirements or inconsistency between the QC Tests by our Customers and our Factory, the Customers have to attach their QC Test report in their Rework Request Email. It can improve the efficiency of rework, and facilitate the understanding of customers' requirements)

Return cost

Return cost = shipping fees of returned and reworked parts + rework costs

Situation 1: If the requirements stated in the confirmed purchase order be not met by Compomax, Compomax will be responsible for the return cost.

Situation 2: If the requirements for products is not stated in the confirmed purchase order, customers will be responsible for the return cost.

<The End>
