



Money Back Refund Policy

Ref. No.: KL-906121

Date: June 12, 2009

To whom it may concern,

We, Konftec Corporation, confirm the following policy

- 1) All orders of Aculas™ -AM series; Aculas™ -HB series; emLas™ series; Megalas™ series; Klas™ series made through Konftec Corporation gets a 90 days Money Back Guarantee. With the Konftec Corporation 'Easy Decision Trial Offer' you don't risk a thing. If you are using the product and are not fully satisfied, return the product within 90 days from the date you received your package and we will refund your purchase price minus a 15% of administrative, logistics and shipping fees***.

**** We shipped these orders Free-of-Charge by Mail Express and we pay administrative and logistics cost for processing all such orders, we do not make any profit out of these shipping and administrative cost. Therefore a shipping plus administrative fee of 15% is applicable for all return products.*

- 2) This Money Back Guarantee is only valid for all orders placed directly with Konftec Corporation.
- 3) To claim for this Money Back Guarantee, you must e-mail us at sales@konftec.com. Our support representative will give you a unique Return Authorization Number (RAN) and provide instructions on how to return the product.
- 4) You may not return a product without an RAN number.
- 5) All products will only be accepted as a return, if it is in as-new working condition and in its original packing in good condition.
- 6) In the event that the returned product is damaged or is in a condition not as-new condition, including but not limited to damage to the laser module or if the serial number labels are torn or missing or if the "Warranty" label is damage, or if there are dirt or scratches or marks on the surface of the devices or on the device handle, we shall then determine and assess on a case-to-case basis the value of such damage and deduct the same value from the amount to be refunded.
- 7) If there is a need to access any damage as stated in point (6) above, we shall inform the customers of the damaged conditions and our assessments by e-mail before applying any deductions or refund.

- 8) You are responsible to ship the product(s) back to our company by courier with insurance on your cost. It is important to ship the product(s) back to us by courier because we (you and our company) can track and trace the shipment and receipt status of the package. This is necessary to avoid any disputes in the event of a loss during shipment.
- 9) If you so choose to return the product(s) by normal mail without insurance or tracking or authentications, Konftec Corporation will not be responsible for any loss or damage, whether in part of full, and all damage shall be subjected to damage assessments as indicated in point (6) above.
- 10) You must also send us an email to indicate your RAN number and the shipment tracking number to: e-mail: sales@konftec.com
- 11) All shipping charges are non-refundable.
- 12) After receipt of your returned product(s) and after assessments of the conditions of your returned product(s), Konftec Corporation will provide credit to either your credit card or via check.
- 13) Kindly send all return product(s) to the address below:
Konftec Corporation
12F -7, No.77, Sintai 5th Rd., Sec. 1,
Sijhih City, Taipei County 221
Taiwan
e-mail: sales@konftec.com
- 14) This Money Back Guarantee agreement and the interpretation of its terms shall be governed by and construed in accordance with the laws of Taiwan applicable to agreements negotiated, executed and performed wholly and solely within Taiwan. The parties irrevocably submit and consent to the sole and exclusive jurisdiction and venue of the Courts of Taiwan.

Authorized Signature



Eric Lin, EE, PhD
General Manager
Konftec Corporation