



RAD Data Communications Inc **End User Product Warranty Policy**

Warranty:

RAD Data Communications Inc. (RAD) warrants that all products shall be free of defects in material and workmanship for a period of twelve (12) months from the date of delivery with verification. RAD will repair or replace defective products within the warranty period. This warranty is void if upon examination of the product, it is determined by RAD that the defect occurred as a result of accident, misuse, neglect, alteration, improper installation, unauthorized repair or improper testing. This warranty is in lieu of all other warranties, expressed or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

Product repair In Warranty:

Upon determination that a product may be defective, the end user should contact the point of purchase. If the point of purchase is not available, the end user may contact the RAD Technical Assistance Center (TAC) directly (1-800-444-7234 option 3). If it is determined that the unit is defective, an incident number will be assigned and the Return Material Authorization (RMA) will be processed by the point of purchase. RAD Customer Service will issue an RMA number along with return instructions. A handling fee of \$75 plus shipping costs may be charged for all units that are returned without the direction of the TAC and found to be non-faulty.

RAD's Technical Assistance Center will provide general support services at no additional charge during the warranty period. The support services provided are:

- General inquires regarding product information or operational specifications
- General assistance in isolating and diagnostic testing for potential RAD product failure.
- Post installation troubleshooting of product failures or operational degradation

Warranty services do not include support for installation, staging, remote diagnostic access, add, moves, changes, maintenance, advance replacement or application support and training. These services are available on a per incident or contract basis.

Product Repair Out Of Warranty:

RAD will also repair products that are out of warranty. The cost of the repair charge will be invoiced to the end user at a fee of 25% of the unit's current list price. The warranty for the repaired product is 180 days. RAD provides support for products for a maximum period of 7 years from purchase, or up to 5 years after the product is discontinued, whichever comes first. If upon inspection, the product is not repairable, a recommendation for replacement will be offered through your point of purchase.

RAD TAC telephone support services for out of warranty products will be limited to 15 minutes to answer general inquires or to assist with RMA processing for qualified accounts.

Return Process:

The request for an RMA should be made to the point of purchase or if the point of purchase is unavailable, the request should be made to the TAC (1-800-444-7234 option 3). An incident number will be assigned and you will be requested to finalize RMA processing through your point of purchase or RAD customer service. The Customer will be required to have the original proof of purchase, a detailed description of problem and S/N information.

The RMA number should be clearly marked on each package with removable labels. The customer will be responsible for all shipment charges to RAD's Mahwah New Jersey facility. RAD will make repairs and return the product via UPS Ground, freight prepaid by RAD for all in warranty repairs and returns. RMAs not received within two weeks will be cancelled unless approved otherwise at the time of RMA request. The customer will be responsible for all non-warranty shipment charges.

Please refer to RAD's RADCare program for supplemental coverage options at
<http://www.radcare.com>

