



Jan. 2nd 2004

WARRANTY AND RETURN MATERIAL AUTHORIZATION (RMA) POLICY

For all items requiring service, regardless of warranty status, contact CERNEX Inc., for a Return Material Authorization (RMA) number.

To request an RMA number, customers must provide the model number, serial number and as much information as possible as to the nature of the problem.

Material returned without an RMA number will not be accepted.

EVALUATION CHARGE

All items returned to CERNEX Inc. are subject to an evaluation fee of \$250.00 for the processing and testing required to confirm the nature of the defect, if any. This fee will be waived in all cases where testing confirms a problem covered by warranty. The fee will be enforced for out of warranty items and may be applied to the total repair cost if the customer decides to authorize the repair.

WARRANTY

Cernex warrants its products to be free from defects in materials and workmanship for a period of one year from the date of delivery. This warranty obligates us to perform repair or replacement after the product is returned and is determined to be defective during the warranty period.

OUT OF WARRANTY

Out of warranty repair requires a purchase order from the customer before the repairs can be accomplished. CERNEX Inc. will provide an estimate for the cost and delivery of the repair.

REPAIR COST

Warranty repairs will be made at no cost to the customer. When it is determined that a repair is not covered by warranty, CERNEX Inc. will provide a cost estimate for the repairs. The customer must issue a purchase order to cover the repair charges and/or evaluation fees before work can commence. If the Customer doesn't approve the repairs the evaluation fee will still apply.

The Warranty period for the repairs is 90 days for the repaired or replaced portion or until expiration of the original warranty, whichever is later.

RETURN LEAD TIME

Typical lead time for return of repairs is 30 days or less upon receipt of the returned product at CERNEX Inc.



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Re-Stocking Charge

There will be a 30% re-stocking charge if the customer wants to return the standard merchandises within 30 days after shipment.