

*These policies are effective August 1999 and are subject to change without prior notice.*

## **Factory Warranty**

Sine Systems, Inc. guarantees our products to be free from manufacturing defect for a period of one year from the original date of purchase from Sine Systems, Inc. This warranty covers the parts and labor necessary to repair the product to factory specifications. This warranty does not cover damage by lightning, normal wear, misuse, neglect, improper installation, failure to follow instructions, accidents, alterations, unauthorized repair, damage during transit, fire, flood, tornado, hurricane or acts of God and/or nature.

## **Factory Return Policy**

The factory return policy only applies to equipment purchased directly from Sine Systems, Inc. Equipment purchased through a third party (dealer) is subject to the return policy of the dealer and arrangements for return or exchange must be handled through the dealer.

Sine Systems policy on returns and exchanges with the factory is broken down according to the following schedule:

### *30 days "no questions asked"*

During the first thirty days from the date that equipment ships from our factory we will accept it back for a full refund less shipping charges provided that the equipment is still in new, resellable condition with no cosmetic damage. This does not constitute an evaluation program. It is for legitimate purchases only.

### *less than 60 days, may be returned less 15% restocking fee*

Between 31 and 60 days from the time we ship the equipment, we will accept unmodified equipment back for a refund less shipping charges and 15% of the invoice cost. This is to cover the cost of restocking the items which must then be sold at a discount as reconditioned instead of new.

### *no return after 60 days*

We will recondition the equipment for you according to our repair rates but we will not accept it for return or exchange after 60 days from the initial purchase.

## **Factory Service Policy**

Sine Systems is proud to offer same day repair service on all of our products. When we receive damaged equipment, we will repair it and ship it back the same day it arrives. Because we offer immediate service, we do not send loaner equipment. If we cannot immediately repair equipment and return it, we may ship a loaner unit at our discretion.



While we do not require prior authorization on repairs, we suggest that you verify our shipping address before returning equipment for repair. Sine Systems is not responsible for items lost in transport or delivered to the wrong address. Emergency service may be made available on weekends or holidays, at our discretion, if arrangements are made with us in advance.

### **Warranty Service**

There is no charge for repair service on items covered under warranty. You are responsible for shipping charges to return damaged equipment to us for repair. Damage due to negligence, lightning or other acts of nature are not covered under warranty.

### **Service Rates**

For service not covered under warranty we have a flat rate repair fee. Flat rate repairs cover only components that fail electrically. Mechanical damage will be assessed on a per repair basis. Repair charges typically fall into one of these categories. Shipping fees are not covered in the repair rate.

#### *Minor programming adjustments or no damage, \$50 plus shipping*

Sometimes a system works exactly like it is supposed to when we get it or it can be fixed through a simple adjustment in firmware. We will do our best to identify intermittent hardware problems and correct them. The fee covers the time it takes our technician to thoroughly inspect and test the equipment.

#### *Minor repairs are up to \$150 plus shipping*

Five or fewer defective components are replaced in a minor to moderate repair. This accounts for most of our repairs. These repairs may cost less depending on the components replaced and the amount of time required to complete the repair.

#### *Moderate repairs are \$250 plus shipping*

Six to ten defective components are replaced in a major repair. Again, we may charge less depending on the components replaced and the amount of time required to complete repairs.

#### *Major repairs cost more than \$250 plus shipping*

This occurs rarely but it can happen. If the equipment has blown traces and scorch marks from burned components, it's a safe bet that it will take several components and quite a bit of bench time to repair. We assess this type of repair on a per incident basis.

#### *Damaged beyond recognition, assessed on a per case basis*

Hopefully you have insurance. In cases where the board is so badly damaged that it is not worth repairing we may, at our discretion, offer to replace the destroyed circuit board. The options and costs vary widely in these cases so we will call with options.



All repairs must be billed to a credit card or shipped COD. Specify which you prefer with your request for service. At your request, we will call with the total amount of the repair (including applicable shipping charges) so that suitable payment can be arranged before a COD shipment. If you need a COD total, do not forget to include a telephone number where you can be contacted.

### **Instructions for Factory Service**

Please include a note with any specific information available about the equipment failure as an aid to our technicians. Pack equipment carefully to avoid further damage in shipping. We are not responsible for damage during transport.

When returning a system with multiple components, we strongly suggest that you return the entire system. We will repair the parts that are returned but lightning is rarely selective enough to damage only a single part of a system.

Be sure to include a street address for return shipping by UPS. The repair will be delayed if you neglect to give us enough information to return your equipment--this actually happens! If you prefer a carrier other than UPS or wish us to bill to your shipping account, we can usually accommodate these requests. Many carriers do not accept COD shipments so credit card billing may be required for carriers other than UPS. If you do not specify otherwise, return shipments will be made by the UPS equivalent of the received shipping method (i.e. Ground shipment, 2nd Day, Overnight).

We suggest that you verify our shipping address before sending equipment for repair. Same day service does not apply if you ship to an incorrect address and/or the carrier delivers the equipment too late in the day for repairs to be completed. Sine Systems is not responsible for equipment that is not delivered to our factory. It will be your responsibility to contact the carrier to retrieve your improperly delivered equipment.

