

## **WARRANTY AND RETURN MATERIAL AUTHORIZATION (RMA) POLICY**

### **WARRANTY POLICY**

Cernex products are warranted to the original purchaser to be free of defects in material and workmanship for 1 year from date of original shipment. This obligation is limited to repair or replacement at our option and does NOT cover failures or damage due to improper use or handling, exceeding the specified power limits, or consequential damage due to failure of other interconnected components. Warranties for periods longer than 1 year may be purchased for additional cost at the time of original purchase.

### **RMA POLICY**

Customers seeking to return units to Cernex must (1) submit a completed **RMA Request Form** (attached) with supporting documentation and (2) receive an RMA # prior to shipping any product back to Cernex. The information in the request must include, at minimum, the model number, serial number (if applicable), purchase order or invoice number, and a complete description of the nature of the defect, including but not limited to test data, images, equipment used, and test methodology.

Any material returned without an RMA number will not be accepted and returned to the shipper.

### **EVALUATION CHARGE**

All items returned to Cernex are subject to an evaluation fee as follows:

Module Products	\$300
Desktop Products	\$500
Rackmount and Subsystems	\$1,500

The evaluation fee covers the cost to Cernex to process the unit, to determine the nature of the defect, if any, and to estimate repair costs. This fee will be waived in all cases where testing confirms an in-warranty defect. 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.

### **OUT OF WARRANTY**

Repair services for out of warranty units will begin only after payment is made or a purchase order is received from the customer. Cernex will send the customer an estimate of the cost to repair the unit. Customers who elect not to repair their parts must still pay the evaluation fee. Cernex warranties that units repaired at our facility shall be free from all manufacturing defects for 90 days from the date of return to customer.

### **REPAIR COST**

In-warranty repairs shall be completed at no cost to the customer, and are warranted to be free from any manufacturing defects for 90 days or until expiration of the original warranty, whichever is later.

### **RETURN LEAD TIME**

It is Cernex policy to take all reasonable measures to complete repairs and to return RMA units within 30 days of receipt, whenever possible.