

Returns Policy: General (Feb. 2011)

Scope: This policy applies to products returned from end users, OEMs, distributors and value added resellers regardless of geographical location and does not reduce or limit any rights that may apply under the uniform commercial code.

1. All returns must:
 - a. *be authorized in advance by a factory representative;*
 - b. *be accompanied by a Return Merchandise Authorization (Notification) number initiated by an authorized factory representative.*
 - c. *be shipped freight pre-paid and insured to Carlsbad CA, USA (CIF – Carlsbad)*
2. Return of unused products must:
 - a. *be in original unopened packaging;*
 - b. *have original labeling intact and attached to packaging;*
 - c. *have an active status and be at the most current revision level;*
 - d. *be non-specific to end user, OEM, distributor or VAR;*
 - e. *be in a condition such that the product can be resold as new (i.e. saleable).*
3. Return of broken or damaged products must:
 - a. *be identified within 48 hours of receipt;*
 - b. *include original packaging;*
 - c. *In lieu of returning the damaged part, take a picture of the broken part, including both sides of packaging to be able to identify label information*
4. Return of failed or defective products must:
 - a. *be negotiated with an authorized factory representative prior to return;*
 - b. *be identified within 60 days from invoice date, otherwise we retain the right to examine and evaluate each defective or failed part to determine cause and negotiate any replacement cost (all products are guaranteed to perform for their intended application).*
5. Restocking fees for return of unused products:
 - a. *20% fee for unused products returned less than 60 days from invoice date;*
 - b. *40% fee for unused products returned between 61 and 180 days of invoice date;*
 - c. *50% fee for unused products returned between 181 and 360 days of invoice date;*
 - d. *unused products returned after 361 days from invoice date are generally not acceptable for return and will be accepted only with prior approval from an authorized factory representative.*
6. Final acceptance of all returns is subject to inspection and evaluation by an authorized factory representative.
7. Completed returns will result in credit which must be applied to outstanding or future account balances.
8. Individual returns generating credit in excess of two thousand five hundred US dollars (\$2,500), or aggregate returns in excess of five thousand US dollars (\$5,000) in a two month period, or returns deviating from policy must be additionally authorized by management.
9. Authorized factory representatives are:

SALES & MARKETING

Diane Beckman ext 230
Gerhard Duerrhammer ext 232
Leah Castillo ext 234
Ashley Weathersby ext 215

CUSTOMER SERVICE

Lourdes Luu ext 244
Julie Montes ext 227
Grace Ingersoll ext 232