

## General Terms

1. Any and all product returns to the Mircom Group of Companies (“Mircom”) must be accompanied by a Return Material Authorization and its associated paperwork (including a completed Issue Report. Failure to complete the Issue Report may prevent the Technical Staff from determining the cause of the issue and may result in the delay or denial of credit or warranty coverage).
2. Return Material Authorizations are valid for 45 days from the date of issuance.
3. All returned product must be shipped to Mircom with proper packaging so as to ensure safe and secure transportation. Mircom shall not be liable for any lost or damaged returns.
4. Each return shall have the associated RMA number printed on each individual package and each package shall include copies of the associated RMA paperwork.
5. Returns must be shipped (prepaid by sender) to the address indicated on the RMA paperwork. Mircom will return repaired product (prepaid by Mircom) via regular ground service.
6. Any products returned that are found to be neglected, abused or otherwise tampered with will not be considered for repair or return. Any product that is returned defective that is not found to be defective will be retested, certified and returned.
7. As per our General Sales Terms and Conditions, Mircom’s warranty covers manufacturing defects only and does not cover any damages due to installation, environmental or natural causes. Incidental or consequential damages are not covered by Mircom’s warranty.

## Return for Credit

1. In addition to the General Terms above, items being returned for credit are subject to the following terms and conditions.
2. Mircom manufactured items must be returned within 90 days of the original invoice date – a clear copy of the original invoice is to be included with the RMA paperwork.
3. Mircom manufactured items returned for credit are subject to a 30% restocking fee.
4. Credit return privileges may not apply to certain Third Party Distributed items. A 30% restocking fee applies to those Third Party items that are accepted for return. Returns for credit for Third Party Distributed items will be accepted for 90 days after the original invoice date.
5. Items returned for credit must be in NEW, UNUSED, RESELLABLE condition and in their original packaging. Items showing any signs of use will not be accepted for return for credit. If the item was shipped in an anti-static bag, the item must be returned in an anti-static bag. Items not returned with the proper packaging may be rejected or may incur costs above the normal restocking fees.
6. Boards returned following receipt of advance replacement boards must be returned in the packaging of the advance replacement board (including anti-static bags, foam packaging standoffs, etc). Failure to return the original board in the replacement packaging will disqualify the returned board from credit processing.
7. All items returned are subject to inspection and acceptance by Mircom. In the event that a return is refused, the customer will be contacted to arrange for the product return and a \$125.00 test and inspection may be applied.
8. Software disks and firmware upgrade chips cannot be returned for credit as their purchase is considered final.
9. Custom fabrication orders and special orders cannot be returned for credit as their purchase is considered final.
10. For cabinets and back-boxes which have previously been installed full credit will only be issued if the unit is found to not meet specification, if the unit is to specification the value of the cabinet or back-box will be deducted from the credit of the assembly.

## Return for Repair

1. In addition to the General Terms above items being returned for repair are subject to the following terms and conditions.
2. Products returned for repair may or may not be covered under warranty.
3. For warranty consideration, the original invoice number or proof of purchase must be provided to validate warranty coverage. As of May 1, 2010 Mircom offers a 3 year warranty, a 2 year warranty applies to all products that are not marked with the new serial number labels implemented in May 2010. The three (3) year limited warranty is from the original shipment date from the Mircom Factory. Repaired items have a 180 day limited warranty from the date of repair, or to the Warranty Expiry of the associated Panel. Items being returned under warranty are subject to inspection. The item or items may be repaired or replaced at Mircom’s sole discretion. Third Party Distributed product that is out of warranty may not be repairable.
4. Warranty for Mircom panels is automatically engaged when the unit ships from the Mircom Factory however, for Replacement Boards the warranty must be activated by visiting [www.mircom.com/warranty](http://www.mircom.com/warranty).
5. Mircom’s warranty is voided where there is indication that items have been damaged, tampered with or applied in a manner that is inconsistent with their intended use as outlined by Mircom. The warranty is also void if warranty, date code or serial number labels have been removed.
6. For “project orders” only, defective product still under warranty may be exchanged at a local Mircom branch through a direct product exchange.
7. Products returned to Mircom which are subject to expired warranties or voided warranties will be charged applicable repair costs. Customers will be contacted to authorize any non-warranty repairs. A minimum \$125.00 test and inspection fee may apply.
8. Mircom, at its sole discretion, reserves the right to deem an item unrepairable.
9. Mircom repair pricing is based on a flat repair fee. Flat rate repair fees are communicated upon issuance of an RMA. By submitting the product described in the issued RMA for repair, the customer acknowledges and agrees that it shall pay the amount charged by Mircom, and outlined on the RMA, for the repair. Should there be any additional charges Mircom will contact the customer for additional approval.