



P.O. Box 814209
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*Computer, Electronic & Geophysical Products * Engineering & Manufacturing Services*

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RETURN MATERIALS POLICY & WARRANTY

1.0 PURPOSE

In order to provide our customers with the best possible service, Applied Data Sciences has implemented a **RETURN MATERIALS POLICY**. This policy presently applies only to items returned to Applied Data Sciences, Dallas, Texas.

When a requirement arises to return any item to Applied Data Sciences for repair, credit, or replacement; authorization to return this item must be obtained from Applied Data Sciences, Dallas, Texas. Failure to do so may delay proper credit, affect the warranty, or delay processing of the item being returned.

2.0 NOTIFICATION

The *notification of intent* to return an item to Applied Data Sciences may be accomplished by one of the following two methods:

1) Regular Mail - sent to:

Applied Data Sciences, Inc.
P.O. Box 814209
Dallas, Texas 75381

or

Applied Data Sciences, Inc.
1300 North I-35E, Suite # 100
Carrollton, TX 75006

Please include the following information:

Company name
Your name
Phone number
Billing address
Shipping instructions
Purchase order number
Item description
ADS part number & serial number
The words --- "Return Authorization Requested"



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2) By telephone to Applied Data Sciences, Dallas, Texas at (972) 242-7944.

Upon notification, a **"RETURN MATERIALS AUTHORIZATION NUMBER"** will be assigned. This number must appear on all customer paperwork including waybills, purchase orders, debit memos, and all communication concerning the item being returned. In most cases, the item being returned should be shipped to the facility of origin; however, this will be verified upon issuance of the **"RETURN MATERIALS AUTHORIZATION NUMBER"**.

Customer compliance with the procedures outlined for request of Return Authorization, will enable Applied Data Sciences to process items in an efficient manner and eliminate unnecessary delay in handling customer requests.

International shipments should be sent via DHL, UPS, or Federal Express. All international charges are paid by the customer.

3.0 WARRANTY

All products manufactured or supported by Applied Data Sciences are warranted to be in accordance with its specifications which are in effect at the time of delivery and are further warranted against defect in materials and/or workmanship under normal use and service for a period of **ONE YEAR** from date of shipment. Applied Data Sciences will repair or replace without charge, at its factory of manufacture or service, any item found to be defective in materials and/or workmanship during this period. If defect(s) is deemed by Applied Data Sciences to have occurred through customer misuse, mishandling, neglect, improper installation, repair, alteration, accident or operation in excess of specification guarantees, the item will be treated as an **"OUT OF WARRANTY"** unit which is discussed in SECTION 5.0.

The customer shall be responsible for all shipping and handling charges to Applied Data Sciences. Shipping and handling charges covering the return of the repaired or adjusted product to the customer located within the United States, shall be paid by Applied Data Sciences. Applied Data Sciences reserves the right to refuse delivery or invoice the customer for any units returned to Applied Data Sciences, when shipping and handling charges are not prepaid.

Products will not be accepted for credit, exchange, adjustment, or repair without the prior approval of Applied Data Sciences.

The extent of the Seller's obligation, under the foregoing Warranty, is expressly limited to the repair or replacement of any defective article and Seller shall not be liable for collateral and/or consequential damage. Seller's warranties, as set forth in this clause, are exclusive and are in lieu of, and customer hereby waives all other warranties, expressed or implied, including without limitation any implied warranties of merchantability or fitness.



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4.0 EXTENDED WARRANTY

As specified in SECTION 3.0 all products manufactured or supported by Applied Data Sciences are warranted against defect in materials and/or workmanship under normal use and service for a period of **ONE YEAR** from date of shipment. Applied Data Sciences will extend this warranty for up to a total of **FIVE YEARS** from the date of purchase. That is, the warranty can be extended for an additional four (4) years from the date the standard warranty expires. The cost for the extended warranty is 10% per year of the original purchase price of the respective product.

All other terms and conditions for repair, shipping, credit, exchange, adjustment, Seller's obligation, "**OUT OF WARRANTY**" are as specified in SECTION 3.0 and are in effect during the extended warranty period.

5.0 NON-WARRANTY

In order to expedite the repair and return of units after the warranty has expired, please adhere to the following procedures.

Prior to the return of any unit(s) a "**RETURN MATERIALS AUTHORIZATION NUMBER**" must be obtained from Applied Data Sciences. F.O.B. point is Applied Data Sciences, Dallas, Texas. The customer shall be responsible for all shipping and handling charges to and from Applied Data Sciences. Applied Data Sciences reserves the right to refuse delivery or invoice the customer for any units returned to Applied Data Sciences when shipping and handling charges are not prepaid.

Upon receipt of the unit(s), Applied Data Sciences will evaluate the unit(s) and determine the extent of repair. Each unit received, whether repaired or returned after evaluation, will be assessed a \$200.00 handling charge.

Any repair or rework will be automatically performed upon receipt of unit(s) at an hourly rate of \$85.00 provided that the labor charges do not exceed \$340.00. When the total charges exceed \$540.00 (handling plus repair or rework or parts), a Customer Cost Confirmation letter will be issued, or the customer will be contacted by telephone for a verbal confirmation. Upon receipt, the customer will notify Applied Data Sciences to either proceed with the repair, or return the item(s) in its present state and the customer will be billed accordingly.

Method of shipment for repaired units will be determined by Applied Data Sciences, unless method of shipment is specified by customer upon receipt of units.



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6.0 REPAIR WORK - WARRANTY

Applied Data Sciences Warranties its repair work for a period of ninety (90) days from date of shipment. Except for duration of warranty, all aspects of "**WARRANTY**" as detailed in SECTION 3.0 of this document are applicable.

7.0 EXPEDITED REPAIR SERVICE

Applied Data Sciences will expedite the repair of, In or Out of Warranty units, for an additional charge of \$300.00 per unit. The unit will be repaired and ready for pick up by the customer, or a carrier within three (3) working days or less after receipt of unit by Applied Data Sciences. It is the customer's responsibility to supply all billing and shipping information when the "**RETURN MATERIALS AUTHORIZATION NUMBER**" is requested. Any delay caused by the customer will be added to Applied Data Sciences's response time. This section applies only within the domestic U.S.A.

8.0 SHIPPING INSTRUCTIONS

Customer will receive routing instructions when he obtains the "**RETURN MATERIALS AUTHORIZATION NUMBER**". Applied Data Sciences will refuse acceptance or invoice for any charges incurred on units that are shipped to Applied Data Sciences incorrectly. Applied Data Sciences will select the best method of shipment for the return of In Warranty units. Any special handling or shipping requests will be at the customer's expense.

Upon notification, the ship to address is:

Applied Data Sciences
Attn: RMA# _____
Suite # 100
1300 North I-35E
Carrollton, TX 75006

***THIS POLICY WILL REMAIN IN EFFECT UNTIL SUPERSEDED.
APPLIED DATA SCIENCES RESERVES THE RIGHT TO CHANGE THIS POLICY AT ANY TIME
WITHOUT PRIOR NOTICE.***



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