

RETURN MATERIAL POLICY & PROCEDURE

- 1) In the event of a failure, please notify the customer service department and provide the model number and serial number of each unit. Upon receipt of this information, a return material authorization (RMA) number will be issued within 24 hours.
- 2) Attach a copy of the RMA form with the assigned RMA number and written details of the unit failure, and return (transportation prepaid) with hardware to:

Brandt Electronics, Inc.
RMA Department
1971 Tarob Court
Milpitas, CA 95035

- 3) Please include an initial purchase order of \$500 for an evaluation charge with each unit returned for all In Warranty and Out of Warranty repairs. The purchase order can be included with the return shipment or faxed to (408) 240-0014. Note: Brandt will **not** evaluate the unit until the purchase order for the evaluation charge has been received.
- 4) Brandt will provide a written repair quote for Out of Warranty repairs within 30 days of confirmation of the problem. If no problem is found, Brandt will return the \$500 evaluation charge and the unit, applicable to both In Warranty and Out of Warranty units.

RETURN MATERIAL AUTHORIZATION FORM

In the event of a failure, notify our customer service department at:

Brandt Electronics, Inc.
 1971 Tarob Court
 Milpitas, CA 95035

Phone: (408) 240-0004
 Fax: (408) 240-0014
 Email: rma@brandtelectronics.com

Please provide the following information:

1. Model number of unit
2. Serial number of unit

Return the failed unit to Brandt Electronics (shipping prepaid). Please provide a written description of the failure and reference the RMA number.

Upon receipt of the appropriate evaluation fee, Brandt will begin evaluation and notify the customer if further repairs are required.

Customer Bill To	Customer Ship To
Contact	Contact Title
Contact Email	Phone
RMA No.	Purchase Order No.
Model No.	Serial No.
Customer P/N	Revision No.
Reported Problem	

WARRANTY

Brandt Electronics, Inc. warrants each production model power supply of its manufacture to be free from defects in material and workmanship for a period of one year from the original shipment date unless otherwise stipulated by purchase remit; this warranty is transferable to the end user.

Product within the warranty period will be repaired free of charge and returned to the point of original shipment provided that 1) prior approval is obtained from Brandt Electronics, Inc.; 2) the defective unit is returned freight prepaid; 3) warranty seals are not broken; and 4) the unit has not been damaged by misuse, neglect, improper operation, accident, or alteration, and the actual problem can be confirmed. Product beyond the warranty period will be repaired only after the buyer has issued an authorization for repair. A minimum of \$500 for power supplies and \$1,500 for high voltage power supplies will be the evaluation charge against each unit returned for repair, which the seller finds to be operating within specifications, regardless of the warranty period. This applies to units that are determined to be "Beyond Economic Repair" or "No Problem Found." "No Problem Found" is defined as a unit Brandt Electronics, Inc. finds after evaluation to be operating within specifications, regardless of the warranty period.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS, OR ADEQUACY FOR ANY PARTICULAR PURPOSE. BRANDT ELECTRONICS, INC. SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

This warranty supersedes all previous warranty statements issued by the company.