

Date: December 17, 2018

Repair Services

To: All General Digital Customers

RE: RMA Charges

In an effort to facilitate expedition of repairs and upgrades, which often linger in our Repair Department for far too long, General Digital Corporation (GDC) is instituting the following new policies as of December 17, 2018.

- All display units and peripherals returned for repair will need the following to cover the evaluation process:
 - Purchase order (or payment) with pre-authorization to charge up to two hours (\$200.00 per serial number) for evaluation (**only** for customers in good credit standing with GDC), or
 - Valid credit card on file
 - In addition to one of the above, we require a valid shipping account number on file

*Note that if unit is still under warranty, the evaluation fee **will not** be charged.*

- A pre-approval of up to 2 (two) hours is required to perform the initial evaluation and prepare a repair estimate. If less time is required, customer will be billed accordingly. A diagnosis is necessary to determine the feasibility of performing the repair and to estimate the amount of time and materials required to complete it.
 - A full quote estimate, with itemization of labor and parts will be provided for customer authorization (in writing). GDC will also supply an estimated date for repair completion.
 - GDC will invoice for the repair evaluation and estimate at the time of completion, preceding receipt of authorization for repair from the customer.
- If General Digital does not receive written Customer approval to proceed with the repair, along with a funded PO (or other payment vehicle), within **60 (sixty) days** of issuance of the repair estimate, GDC shall return the unit(s) to the Customer using the Customer's shipping account. As a professional courtesy, GDC will issue a final notice 1 (one) week prior to the 60-day expiration period, or shipment of the unit(s).

GDC will return using Ground Freight unless provided specific instructions.

- Repair estimates cannot be guaranteed to be 100% accurate. GDC does its best to diagnose and estimate repair costs. Occasionally, we will discover other anomalies while repairing the unit. Should this occur, GDC will immediately notify the customer to request approval for the funding of additional repairs and provide an ETA for completing the additional repair.
- Customer to supply a list of all materials and accessories supplied with the RMA so that GDC can ensure their safe return. This request applies to cables, converters, power supplies, slides, etc.
- In order to minimize the amount of storage space required for returned products awaiting diagnosis, and to insure their safe return:
 - GDC will return repairs to Customers only in GDC-approved shipping boxes, containers and/or pallets.
 - GDC to dispose of customer-supplied shipping containers if determined to be damaged, unusable or if customer-supplied packaging is inadequate for safe transport of our product
 - Customer responsible for cost of GDC-recommended replacement shipping container (will be included in estimate)
 - GDC not responsible for storing customer shipping containers unless discussed and agreed upon in advance. Examples would be special transit cases, pelican boxes, pallets, etc.
 - As a general rule, GDC containers are designed to survive an average of two shipments (e.g. shipment to and from Customer), unless mishandled or damaged.
- Additional information GDC requires:
 - Address for return shipment, otherwise RMAs will be returned to Sender.
 - Customer shipping account number or credit card number to cover expense of return shipment.
 - To be used if the repair authorization is not received within 60 (sixty) days of GDC issuing repair estimate
 - To be used if the repair is a non-warranty repair.

Please direct any questions or concerns regarding this policy to myself (ext. 137), the salesperson who processed your order, or our business office (ext. 174).

Thank you for your continued patronage and understanding.

Sincerely,



Don Lundberg
Manager, Repair Services
General Digital Corporation

Please sign and return this form to indicate that you understand and agree to these terms.

Signature _____

Name _____

Company _____

Date _____