

Havis Repair Policy and Flat-fee Pricing Schedule

It is the policy at Havis, Inc. that all repair requests from End-users and Resellers adhere to the guidelines of the Repair Policy. All warranty repair costs will be covered, in full, according to the applicable Havis warranty (standard, enhanced, etc). All non-warranty and customer damage repairs will be quoted according to the inspection criteria and pricing schedule for the associated equipment.

Scope: ALL equipment returned to Havis for repair utilizing the following reference documents:

- 1) Timing Expectations and Pricing Schedule (Appendix A)
- 2) Standard Limited Warranty
(http://www.havis.com/web_docs/Standard%20Warranty-%20V9.pdf)
- 3) Enhanced Protection Plus Warranty
(http://www.havis.com/web_docs/Enhanced%20Protection%20Plan%20-%20V7.pdf)

Purpose: To standardize the communication repair types, shipping responsibilities, and “Must Claim” policy. To establish timing and pricing expectations based on a return quantities and flat-rate repair pricing schedule.

Policy: **ALL RETURNS MUST HAVE A HAVIS RETURN NUMBER (RMA OR RA)**

WARRANTY repairs will be covered according to the guidelines and agreements in the applicable Havis, Inc warranty. All warranty repairs are subject to inspection and approval by an authorized Havis repair representative. If a repair is NOT covered under warranty, Havis will issue a quote with a stated reason for the non-warranty determination. All warranties are void if the docking station is opened by NON-Havis personnel.

NON-WARRANTY AND CUSTOMER DAMAGE repairs will be repaired according to the Havis, Inc flat fee policy for the repair of equipment; payment confirmation must be received prior to any repair (Credit Card or Purchase Order). This fee covers all testing, diagnosis, parts, and labor to determine the cause of the defect and the repair necessary to restore full functionality of the returned equipment. Returned equipment that is determined “beyond repair” due to NON-Havis causes (customer, accident, weather, etc) will not be repaired.

PROPERTY LOSS AND BEYOND REPAIR determinations will be made upon receipt and Havis, Inc will notify the customer with a stated reason for the “beyond repair” determination. Havis reserves the right, at its sole discretion, to offer replacement units in exchange for any unit that is deemed “beyond repair”. Pricing will be determined by the flat-rate repair pricing schedule; **forfeiture of defect is required if the customer chooses this option.**

TESTING/EVALUATION FEES apply to all returns, this fee offsets charges associated with testing, evaluating, and return shipping costs for non-Havis, non-equipment related issues. If a Warranty Repair is required this fee is waived. If a Non-Warranty Repair is required the fee is accounted for in the flat-rate repair pricing schedule.

****NOTE** The goal is to encourage utilization of available Havis, Inc tech support and troubleshooting assistance** to prevent GOOD docks from being returned without isolating the (true) cause of system failures; this will also minimize unnecessary downtime in the Customer fleet. Havis, Inc repair technicians may waive this fee if tech support is attempted with no resolution to the customer prior to return.

SHIPPING COSTS TO Havis, Inc is the responsibility of the Customer. Havis, Inc highly recommends a shipping method which allows for tracking and insurance against shipping damage and/or property loss. Havis will not be held responsible for damaged and/or lost packages prior to receipt.

DOMESTIC RETURN SHIPPING (to the Customer) will be paid by Havis, Inc upon completion of a warranty or PAID non-warranty repair. All refused and/or unpaid repairs are the responsibility of the Customer and will be subjected to the Havis 90 day “Must Claim” Policy.

INTERNATIONAL RETURN SHIPPING (to the Customer) will be paid by the Customer upon completion of a warranty or non-warranty repairs; this includes all taxes, duties, and fees. All refused and/or unpaid repairs are the responsibility of the Customer and will be subjected to the Havis 90 day “Must Claim” Policy.

PACKAGING for shipments to Havis, Inc must be shipped in their original shipping containers or other solid and durable shipping container. DO NOT use Styrofoam peanuts or shredded paper for packaging material, this causes electrical failures within the electronics. Failure to comply with these packaging requirements will invalidate the Warranty.

RMA 90 Day “Must Claim” Policy applies after receipt of merchandise for repair. Havis will perform an incoming inspection and determine if the item is covered under warranty. Items NOT covered under warranty will be quoted according to the pricing schedule and held in a “Waiting on Payment” status. If a Purchase Order or Credit Card has not been provided for the full amount of the quoted repair, the RMA Administrator will follow-up with the customer (via email, every two weeks) using the contact information provided at creation of RMA. If no response from customer is received within 60 days of the issuance of the quote, the RMA administrator will contact the regional sales team for follow-up support. If no response is received within 90 days from initial date of return, Havis will consider the returned merchandise “abandoned” and reserves the right to dispose of the returned merchandise at its sole discretion.

APPENDIX A: Timing Expectations and Pricing Schedule

Warranty		Non-Warranty	
Number of Docks	Timing (Days)	Number of Docks	Timing (Days)
1 to 4	3	1 to 4	5
5 to 10	5	5 to 10	8
10+	CALL	10+	CALL

Flat-Rate Pricing Schedule		
Docking Flat Rate Repair Rates (Standard)		Comments
Warranty Repair	\$0.00	Havis Warranty Applies (Standard, Enhanced, Etc)
Test/Evaluation Fee	\$35.00	1) Waived with warranty replacement due to defect 2) Return shipping included for No Problem Found units
NON-Warranty	\$199.00	Expired warranty, equipment malfunction, customer damage
Property Loss (Replace)	\$399.00	NON-Havis caused damage resulting in unrepairable unit
Docking Flat Rate Repair Rates (Legacy)		Comments
DS.CF18 Series	\$249.00	End of Service Scheduled for December 31, 2011
Legacy BOB unit	\$199.00	End of Service Scheduled for July 31, 2011
Legacy Tray unit	\$199.00	End of Service Scheduled for July 31, 2011
Legacy BOB/Tray Pair	\$349.00	End of Service Scheduled for July 31, 2011
CG/HUB/LPS Flat Rate Repair Rates (Standard)		Comments
Warranty Replacement	\$0.00	Havis Warranty Applies
Test/Evaluation Fee	\$35.00	1) Waived with warranty replacement due to defect 2) Return shipping included for No Problem Found units
Non-Warranty Replacement	MSRP	End-User can opt for reseller replacement