

Havis ICS Support and Repair Policy

Effective Date: January 1, 2015

It is the policy at Havis, Inc. that all repair requests from End-users and Resellers adhere to the guidelines of the Support and Repair Policy. All warranty repair costs will be covered, in full, according to the applicable Havis Standard Limited Warranty. All non-warranty and customer damage repairs will be quoted according to the inspection criteria and repair costs for the associated equipment. All No Problem Found returns will be assessed a test and evaluation fee plus refurbishment costs. The test and evaluation fee is charged at Havis' discretion based on the conditions of the return.

Scope: ALL Havis Integrated Control System (ICS) components
1) Timing Expectations – Support and Returns (Appendix A)
2) Havis Standard Limited Warranty

Purpose: To standardize communications regarding technical support requirements, support options, shipping responsibilities and returned product disposition. To establish timing expectations based on warranty determination.

Policy: **ALL RETURNS MADE TO HAVIS MUST HAVE A HAVIS ISSUED RETURN MATERIAL AUTHORIZATION (RMA) NUMBER OR THE SHIPMENT WILL BE REFUSED.** The Return Material Authorization (RMA) will be for the specified component only. DO NOT return mounting bezels, hardware, cables or any other item unless specifically instructed to do so by a Havis technician.

CUSTOMERS MUST CONTACT HAVIS TECHNICAL SUPPORT at 800-458-3410 and perform troubleshooting before requesting an RMA number. Requests for returns without first troubleshooting the problem may incur additional charges or the return may be refused.

HAVIS RMA NOTIFICATION AND ACKNOWLEDGEMENT letters will be sent to the original requester via email once the RMA request has been entered into the Havis system. The RMA Notification and Acknowledgement will include the RMA Number, the Havis 'Ship To' address and the return instructions. The requester is responsible for reading, signing, dating, and returning the RMA Notification and Acknowledgement form to Havis. Havis will not perform any testing, evaluation or repairs services prior to receiving this completed form.

WARRANTY DETERMINATIONS: All returns are subject to inspection and warranty determination upon receipt in accordance with the applicable warranty. A valid warranty claim can only be approved by an authorized Havis repair representative. All repair costs associated with customer returns determined to be "under warranty" will be covered according to the guidelines and agreements in the applicable Havis, Inc. warranty. All warranties are void if the product has been opened, altered, modified or tampered with in any way.

NON-WARRANTY DETERMINATIONS: All returns are subject to inspection and warranty determination upon receipt in accordance with the applicable warranty. A valid warranty

claim can only be approved by an authorized Havis repair representative. All repair costs associated with customer returns determined to be “out of warranty” will be quoted to the customer (up to the full replacement cost, if necessary). All warranties are void if the product has been opened, altered, modified or tampered with in any way and will result in an immediate non-warranty determination regardless of the warranty period. All costs must be paid prior to return shipping. The following are examples of NON-Warranty determinations:

- 1) **CUSTOMER DAMAGE:** All returns are subject to inspection and warranty determination upon receipt. The limited warranty SPECIFICALLY EXCLUDES ALL CUSTOMER DAMAGE (this also includes damage due to accidents, fires, vandalism, weather, etc.). All returns that are determined “beyond repair” (not serviceable) will not be repaired. All returns determined to be damaged by the customer will be charged according to the repair costs up to the full replacement cost if necessary. The customer also has the option to purchase a NEW replacement at full replacement cost. When possible, Havis will quote repair/refurbish costs if the unit is serviceable.
- 2) **NO PROBLEM FOUND:** All returns that are determined to be 100% operational for fit, form and function will be considered ‘No Problem Found’ if the returned component meets factory standards (no repair required). If a component is determined to be No Problem Found (NPF), testing and evaluation fees will apply. Test and Evaluation fees will be waived if a Havis representative specifically recommended that a component be returned. These fees offset charges associated with product testing, complaint evaluation and return shipping costs for non-Havis, non-equipment related issues.

Repair/Replacement Options are available to the customer if Havis authorizes a RMA for an ICS component:

- 1) **Return for Repair (Standard Option):** When the customer receives the RMA from Havis Technical Support, the suspect part will be shipped directly to the ‘Ship To’ address provided in the RMA Notification and Acknowledgement email. The repaired unit (or refurbished replacement) will be sent after diagnostics are completed on the returned part. The following terms and conditions apply:
 - a. After issuance of an RMA number, the suspect part for return must be shipped at the customer’s expense to the address provided (see General Packaging Requirements below).
 - b. Upon receipt, the part will be evaluated and a disposition determined (typically within five business days).
 - c. The customer WILL NOT be charged for returned components that are determined to be covered under warranty.
 - d. Returned parts that are non-warranty (for any reason) will be quoted a repair or replacement fee PLUS a refurbishment cost (up to the full price of a replacement unit).
 - e. A payment guarantee, such as a credit card, must be received for the quoted costs prior to shipping the repaired unit back to the customer.
 - f. All return shipments from Havis will be shipped UPS ground at Havis’ expense. The customer has the option to request expedited shipping for an additional fee.

- 2) **Cross-Ship Replacement (Prepay Option):** If the replacement part is needed urgently, a customer may opt to have a replacement part shipped out immediately and, in parallel, return the suspect part for test and evaluation. The following terms and conditions apply:
- a. A payment guarantee, such as a credit card authorization, must be obtained from the customer for the full amount of a replacement part at the time the RMA number is issued.
 - b. A factory refurbished replacement will typically be sent within one business day of issuing the RMA, ground freight prepaid by Havis. The customer may have the option to request expedited shipping for an additional fee.
 - c. The suspect part must be shipped at the customer's expense to the address provided (see General Packaging Requirements below) and be received no later than 15 calendar days after issuance of the RMA number. The customer will be charged for the full cost of a replacement product for any parts that are not returned within the 15 calendar day window.
 - d. The customer WILL NOT be charged for returned components that are determined to be covered under warranty if they are received within the 15 calendar day window.
 - e. Returned parts that are non-warranty (for any reason) will be charged a repair or replacement fee PLUS a refurbishment cost up to the full price of the replacement unit, if necessary.

RETURN SHIPPING REQUIREMENTS All shipments to Havis, Inc. will be shipped prepaid, by the customer, to the address listed in the RMA Notification. Failure to follow instructions will result in unexpected delays. Any returned unit shipped C.O.D. will be not be accepted; any return shipped to the incorrect address will not be retrieved by Havis. All returns should be shipped using a carrier that allows for tracking and insurance against shipping damage and/or property loss. All shipments must adhere to the packaging requirements outlined by Havis (see General Packaging requirements below). Havis will not be held responsible for damaged and/or lost packages prior to receipt.

DOMESTIC RETURN SHIPPING COSTS (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 COSTS (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. The customer must provide an appointed broker and make all necessary arrangements for the return shipping. All refused and/or unpaid repairs are the responsibility of the customer and will be subjected to the Havis 90 day "Must Claim" Policy.

GENERAL PACKAGING REQUIREMENTS All returned items must be packaged properly. Havis is NOT responsible for shipping damage. Packaging material is not provided by Havis. It is the customer's responsibility to obtain suitable packaging material conforming to the following basic guidelines:

- a. All parts must be packaged securely in heavy-wall corrugated cardboard cartons, so as to not move inside the box during transit.
- b. Parts should be placed inside of thick poly bags or equivalent plastic film to prevent scratching or cosmetic damage during shipment.
- c. A minimum of 2" of suitable packing material (packing foam or bubble wrap) must surround all sides of each part – ***packing peanuts and/or newspaper are not suitable packing materials.***
- d. For large or heavy parts, only one part should be packaged per box. If more than one part is included in a box, a minimum of 2" of suitable packing material must be placed between each part; two parts should never touch inside a box.
- e. Each box **MUST HAVE** the assigned RMA number written on the outside of the box in large, bold text (at least two individual sides).

Havis 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 repair/replacement cost 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, Havis will follow-up with the customer via email using the contact information provided at creation of the RMA. If no response from the customer is received within 60 calendar days of the issuance of the quote, Havis will contact the regional sales team for follow-up. If no response is received within 90 calendar days from initial date of return (receipt date), 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 – Support and Returns

- 1) Return Units (Receipt of Return) Expectation:** Havis expects to receive all returned units within 15 calendar days from the date of Return Material Authorization (RMA) creation. It is essential that all returns be shipped promptly to avoid delays and unnecessary downtime. For customers that choose to utilize the 'Cross-Ship' service (Prepay Option), the return **MUST BE RECEIVED** within 15 calendar days or the customer account will be billed/invoiced using the previously arranged payment guarantee.
- 2) General Timing (Turn Around) Expectation:** All timing expectations are dependent upon the receipt date of the return. Generally, turnaround time for returns will vary based on customer complaint, related findings and response time for inquiries, quotes and billing questions. The following guideline has been established for timing expectations (all delays removed):

Repair for Return (Standard Option):

Shipping Time	Inspection	Test/Evaluation	Repair/Refurbishment		Package/Shipping	Shipping Time
Customer to Havis (UPS Ground) Typically 1-5 Days	One Day	One Day	Two Days		One Day	Havis to Customer (UPS Ground) Typically 1-5 Days
	Day1	Day2	Day3	Day4	Day5	
Processing Time to Ship (In House)						
Total Expected Turn Around (with Shipping) 7-15 Days						

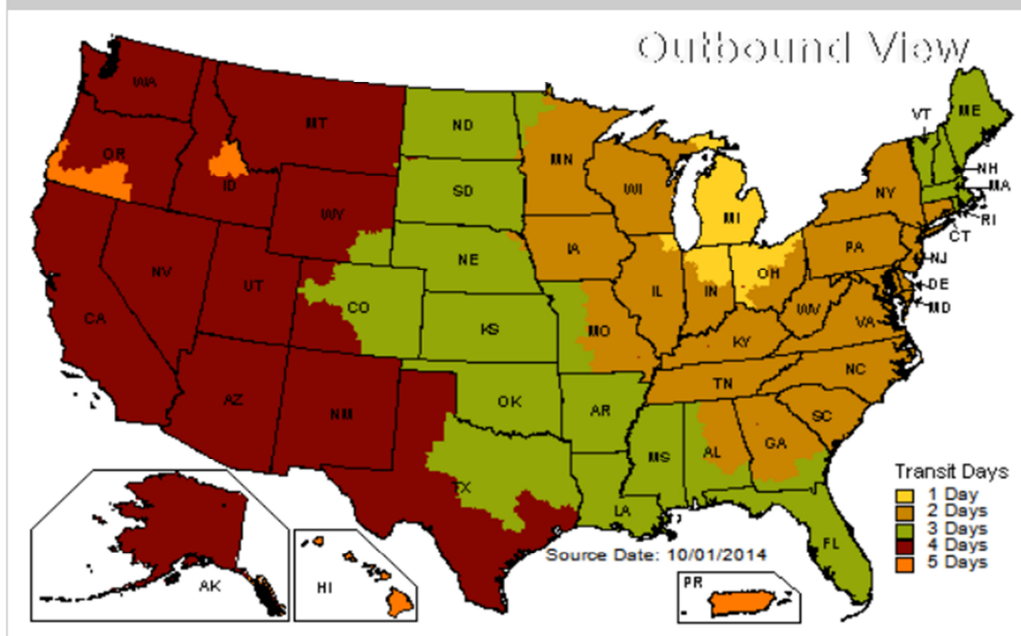
Cross-ship Replacement (Prepay Option):

RMA Creation	Payment Guarantee	Package/Shipping	Shipping Time
HALF Day	HALF Day	One Day	Havis to Customer (UPS Ground) Typically 1-5 days
Day1	Day1	Day2	
Processing Time to Ship (In House)			
Total Expected Turn Around (with Shipping) 3-7 Days			

- 3) Shipping Transit Timing:** Transit timing is not controlled by Havis and will vary according to physical address location and type of delivery address provided by the customer. ALL delivery addresses must be a physical street address – UPS will NOT deliver to a Post Office Box. Ideally, all delivery addresses should be a registered as a business or a public office (home deliveries typically take longer - they require additional processing and are delivered last on the route).

U.S. Ground Map Results

Business days in transit from: LANSING, MI 48911



This map is for reference only and represents average transit times. Havis is NOT responsible for shipping delays due to extended UPS Time-in Transit periods. This map is subject to change at the discretion of UPS and is available through the UPS website (Ground Time-in Transit Maps).