

2018 Havis Support and Repair Policy

Effective Date: October 1, 2018

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.

Scope: ALL Havis Computing and Power Management components

- 1) Timing Expectations – Support and Returns (Appendix A)
- 2) Service, Support, and Repair Pricing Schedule (Appendix B)
- 3) Docking Station Service Status Matrix (Appendix C)

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 ARE ENCOURAGED TO CONTACT HAVIS TECHNICAL SUPPORT at 800-458-3410 and perform troubleshooting before requesting an RMA number. Requests for returns without first troubleshooting may incur additional charges or the return may be delayed.

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.

TESTING/EVALUATION FEES (\$49 each returned unit) apply to all returns (waived with units which are determined to be covered under warranty). 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 included in the flat-rate repair pricing schedule. If a unit is determined to be "No Problem Found", the fee applies and must be paid.

****NOTE** The goal is to encourage utilization of tech support and troubleshooting assistance** to prevent GOOD docks from being returned; this will also minimize unnecessary downtime in the Customer fleet. Havis, Inc. repair technicians may waive this fee if tech support is utilized with no resolution to the customer prior to return.

WARRANTY DETERMINATIONS: All returns are subject to inspection and warranty determination upon receipt in accordance with the applicable warranty (see note 1). 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.

NOTE: OEM PORT REPLICATOR ELECTRONICS: Computing Solutions offered by Havis utilize OEM electronics to improve system integration and performance with the associated computer (Panasonic, Dell, Getac, etc.). Havis extends all warranty coverage offered by the OEM for the port replicator electronics, however, Havis provides no direct warranty coverage for Computer OEM electronics and/or components. Havis will not provide warranty coverage for customer related failures not covered by the OEM (hot docking, electrical overstress, damaged connectors, etc.). As well, the OEM computer warranty does not extend to the port replicator electronics. Havis encourages customers to take advantage of added protections from customer damage through the Havis Enhanced Protection Programs.

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) **ELECTRICAL OVERSTRESS (EOS):** All returns diagnosed and/or determined to be defective due to Electrical Overstress (EOS) are considered non-warranty. Electrical overstress (EOS) can damage electrical/electronic components in any number of ways, typically is shown with signs of blown fuses, burns, excessive heat generation, short-circuited components, open-circuit components. Electrical Overstress is usually the result of one of the following:
 - a. Hot docking/warm docking due to arcing and in-rush currents at the mating connector.
 - b. Unmanaged/incorrect power source allowing power surges, high-voltage spikes, prolonged high-level noise, poor grounds, insufficient grounds, improper connectivity.
 - c. Connecting data cables incorrectly while the docking station/computer is powered up (all independently-powered devices MUST be grounded to the same system ground as the docking station).

- 3) **UNAUTHORIZED REPAIR/MODIFICATIONS:** All returns, which are determined to be disassembled and/or repaired and/or modified by an unauthorized (NON-Havis) organization, will immediately be determined as non-warranty.
- 4) **NO PROBLEM FOUND:** All returns that are determined to be 100% operational for fit, form and function will be considered 'No Problem Found' (NPF) if the returned component meets factory standards (no repair required). If a component is determined to be NPF, test and evaluation fees will apply. Test and Evaluation fees will be waived if a Havis repair representative specifically recommended that a unit be returned.

Repair/Replacement Options are available to the customer if Havis authorizes a RMA for a Computing or Power Management component:

- 1) **Return for Repair (Standard Option @ \$0 service fee per dock):** When the customer receives the RMA from Havis Technical Support, the suspect unit will be shipped directly to the 'Ship To' address provided in the RMA Notification and Acknowledgement email. 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 one business day).
 - c. The customer WILL NOT be charged for returned components covered under warranty.
 - d. Returned parts and services that are non-warranty (for any reason) will be quoted a repair cost based on the condition of the return as received by Havis. For units that are determined to be beyond repair, Havis will quote a replacement cost and a refurbished unit (if available) will be provided in lieu of the repair.
 - e. A payment guarantee, such as a purchase order or completed credit card user form, must be received for the quoted costs or the unit will not be entered into the workflow for repair. Once complete, payment will be processed and the unit will ship back to the customer.
 - f. At its own discretion, Havis reserves the right to replace any returned unit, in lieu of repair, with a factory-refurbished unit, when the cost of repair exceeds the cost of replacement.
 - g. 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 (additional \$49 service fee per dock):** If a replacement unit is needed urgently (hot-swap), a customer may opt to have a replacement part unit shipped out immediately and, in parallel, return the suspect part for test and evaluation. The following terms and conditions apply:
 - a. There is a \$49.00 service fee to utilize this option; the service fee covers administration, packaging, and shipping costs. This fee is in addition to any NON-warranty repair costs and is non-refundable. For customers with Enhanced Protection coverage, this fee is waived.
 - b. A purchase order MUST BE PROVIDED for the full amount of a replacement unit (Havis will quote the cost of a refurbished unit, if available). The PO must be provided at the time the RMA number is issued and will be held until the final outcome is determined.

- c. A factory-refurbished replacement will typically be sent within one business day of receiving the purchase order, ground freight prepaid by Havis. The customer may have the option to request expedited shipping for an additional fee.
- d. 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.
- e. The customer WILL NOT be charged for returned components (or services) if the returned unit is (a) determined to be covered under warranty AND (b) received within the 15 calendar day window.
- f. Returned parts that are non-warranty (for any reason) will be charged the listed flat-rate repair cost based on incoming inspection results. For units that are repairable, the customer may be given the opportunity to keep or exchange the replacement unit (for the original); this option is at the sole discretion of Havis. For units that are determined to be beyond repair, Havis will charge a replacement cost and the refurbished unit will be permanently issued to the end user.
- g. At its own discretion, Havis reserves the right to replace any returned unit, in lieu of repair, with a factory-refurbished unit, when the cost of repair exceeds the cost of replacement.
- h. 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.

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 or unpaid repairs are the responsibility of the customer and subject to the Havis 30 day "Must Claim" Policy.

INTERNATIONAL RETURN SHIPPING COSTS (to the Customer) will be paid based on warranty determination. For all units determined to be covered under warranty, Havis will pay return shipping costs. For all units determined to be non-warranty, the customer will pay shipping costs. *All taxes, duties, and fees associated with international shipments (regardless of warranty status) will be paid by the customer.* Havis will not be responsible for selecting/appointing a broker for international packages, the customer must provide an appointed broker and make all necessary arrangements for the return shipping or UPS will be utilized (by default). All refused and/or unclaimed international shipments will be the responsibility of the receiving party – Havis will not be responsible for refused/unclaimed shipments.

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. Havis recommends utilizing the original product packaging material. If the original product packaging material is not available, the customer is responsible for ensuring all products are packaged using these general packaging requirements:

- a. All parts must be cleaned (prior to packaging/shipment) and free of dirt, debris, dust, chemicals, and contaminants; equipment that is received in a non-serviceable condition due to cleanliness will be rejected.
- b. All parts must be packaged securely in heavy-wall corrugated cardboard cartons, so as to not move inside the box during transit.
- c. A minimum of 2" of suitable packing material (packing foam or bubble wrap) must surround all sides of each part.
- d. If more than one unit 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).

IMPORTANT INFORMATION:

DO NOT USE PACKING PEANUTS OR SHREDDED NEWSPAPER (these are not suitable packing material and will damage electronics – this will void the warranty).

DO NOT RETURN MOUNTING BRACKETS, CABLES, OR PERIPHERALS (Havis will not be responsible for accessory items returned with docking stations).

Havis 30 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 30 calendar days of the issuance of the quote, 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):

Return for Repair (Standard Option):

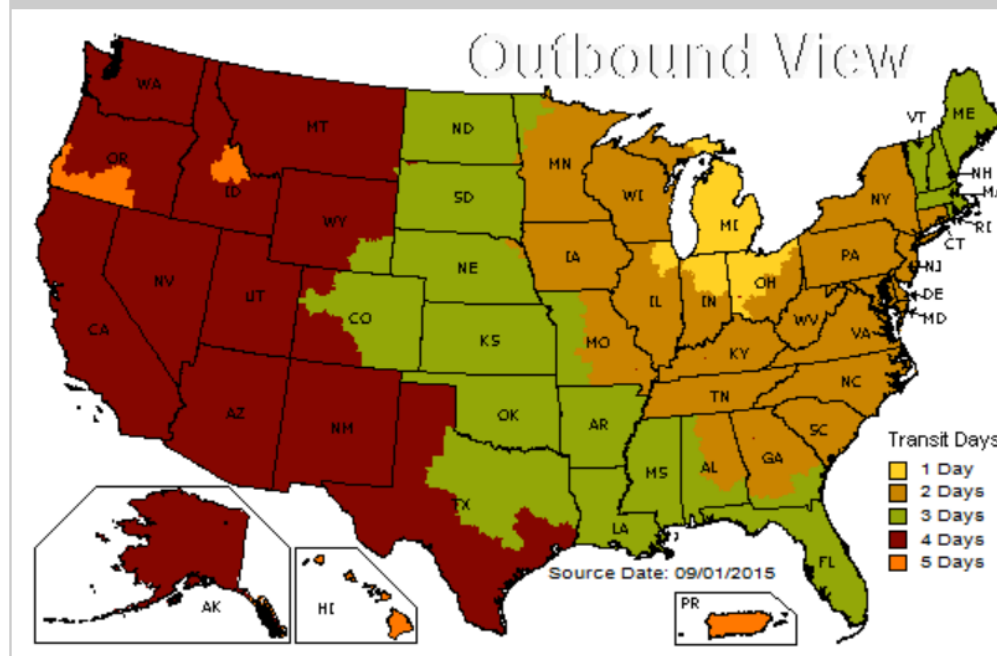
Shipping Time	Inspection	Test/Evaluation	Repair/Refurbishment		Package/Shipping	Shipping Time
Customer to Havis (UPS Ground)	One Day	One Day	Two Days		One Day	Havis to Customer (UPS Ground)
Typically 1-5 Days	Day 1	Day 2	Day 3	Day 4	Day 5	
In-House Processing Time: Receipt - Repair - Return Ship						
Total Expected Turn-Around (with UPS ground 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)
Day 1	Day 1	Day 2	
In-House Processing Time: Receipt - Repair - Return Ship			Typically 1-5 Days
Total Expected Turn-Around (with UPS ground 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. Private home deliveries will take longer for final delivery.

Business days in transit from: PLYMOUTH, MI 48170



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).

APPENDIX B. Service, Support, and Repair Pricing Schedule:

Havis is committed to quality and provides a three year limited warranty with all docking station and power management products for quality defects related to material and workmanship under normal use and service.

Service is provided, by Havis, as a *Sole Source Service Provider*. Havis does not sell repair components to other repair activities, Havis does not authorize end-users to be self-servicing. All service and repair functions are performed by factory trained technicians **ONLY**. Havis offers five years of service and support, minimum, based on the last day of production.

Technical Support is offered by Havis, free of charge, for all users of Havis equipment. Technical Support is available Monday – Thursday 8:00am – 7:00pm EST and on Friday from 8:00am – 5:00pm EST (holiday exceptions may apply). For Technical Support, please call (800) 458-3410 during these business hours.

Havis is committed to supporting all customers for five years after purchase and may extend this length of product support and repair services based on part availability and written agreements; the purchase date is recorded in the system as the day the product ships from Havis to the purchaser – this is the effective start date of the warranty period.

Legacy Support is offered in the form of repair or replacement at the discretion of the RMA repair department. If the best course of action is determined to be replacement, actual costs (extended) to the customer will not exceed the refurbished price, if applicable. For all situations resulting in replacement, Havis takes ownership of the returned equipment – disposition is decided at the discretion of Havis.

Current legacy users may choose to purchase replacement docking stations to facilitate maintenance and repairs within their existing fleets; this is limited to availability of requested units on a first come/first serve basis.

Repair Pricing Schedule

Flat-Rate Pricing Schedule (Docking)		
Docking Station Flat Rate Repair Rates (Active)		Comment(s)
Warranty Repair	\$0	Havis Warranty applies (Standard Limited or Enhanced Protection)
Test/Evaluation Fee	\$49	Waived with warranty/approved non-warranty repair
Antenna Replacement	\$149	Damaged antenna (bent/broken pins, stripped threads, etc.)
NON-Warranty Repair	Quoted	Varies due to OEM component pricing - contact RMA for specific pricing
Beyond Repair	Quoted	ANY Non-Havis caused condition resulting in unrepairable unit
Flat-Rate Pricing Schedule (Power Management, Hubs, and Docking Accessories)		
Pwr Mgmt, Hubs, Accessory Rates		Comment(s)
Warranty Repair	\$0	Havis Warranty applies (Standard Limited or Enhanced Protection)
Test/Evaluation Fee	\$49	Waived with Warranty/Included in price for NON-Warranty
Standard NON-Warranty	Refurb Price	Customer damage, expired warranty, etc

Appendix C. Docking Station Service Status Matrix:

End of Life / Out of Service Docking Stations					
Platform	Platform Status	Replacement Option	Platform	Platform Status	Replacement Option
DS.CF18	End of Life	DS-PAN-220 (limited quantities)	DS.CF30	End of Life	DS-PAN-110
DS.CF18X	End of Life	DS-PAN-220 (limited quantities)	DS-PAN-101	End of Life	DS-PAN-110
DS.CF19	End of Life	DS-PAN-220 (limited quantities)	DS-DELL-100	End of Life	DS-DELL-100 (limited quantities)
DS-PAN-201	End of Life	DS-PAN-220 (limited quantities)	DS-DELL-200	End of Life	DS-DELL-220/230 (limited quantities)
PDSCF29	End of Life	DS-PAN-102 (limited quantities)	DS-DELL-210	End of Life	DS-DELL-220/230 (limited quantities)
DS.CF29	End of Life	DS-PAN-102 (limited quantities)	DS-DELL-300	End of Life	REFURBISHED: \$421.84
DS.CFX	End of Life	DS-PAN-102 (limited quantities)	PDSCF27	End of Life	No Replacement
DS.CFX.P	End of Life	DS-PAN-102 (limited quantities)	PDSCF28	End of Life	No Replacement
DS.CFX2	End of Life	DS-PAN-102 (limited quantities)	DS-PAN-400	End of Life	No Replacement
DS.CFX2.L	End of Life	REFURBISHED: \$271.54	DS-PAN-300	End of Life	No Replacement

Docking Station Platform Service Status Matrix					
DELL (Active - Current Production)			DELL (Out of Production)		
Platform	Platform Status	End of Service/Life	Platform	Platform Status	End of Service/Life
DS-DELL-400	Active	n/a	DS-DELL-110	out of production (5/2017)	Winter 2021
DS-DELL-600	Active	n/a	DS-DELL-220	Legacy (6/2012)	Winter 2021
DS-DELL-700	Active	n/a	DS-DELL-230	out of production (5/2017)	Winter 2021
Panasonic (Active - Current Production)			Panasonic (Out of Production)		
Platform	Platform Status	End of Service/Life	Platform	Platform Status	End of Service/Life
DS-PAN-110	Active	n/a	DS-PAN-102	Legacy (7/2010)	Winter 2017
DS-PAN-410	Active	n/a	DS-PAN-210	out of production (7/2017)	Fall 2022
DS-PAN-420	Active	n/a	DS-PAN-220	out of production (8/2017)	Fall 2022
DS-PAN-700	Active	n/a	DS-PAN-500	out of production (2/2017)	n/a
DS-PAN-900	Active	n/a	DS-PAN-600	out of production (3/2017)	Winter 2021
DS-PAN-1000	Active	n/a	DS-PAN-800	out of production (10/2015)	Fall 2020
DS-PAN-1100	Active	n/a			
DS-PAN-1200	Active	n/a			
Getac (Active - Current Production)			Getac (Out of Production - n/a)		
Platform	Platform Status	End of Service/Life	Platform	Platform Status	End of Service/Life
DS-GTC-210	Active	n/a	DS-GTC-100	out of production	Summer 2019
DS-GTC-310	Active	n/a	DS-GTC-200	out of production	Summer 2022
DS-GTC-410	Active	n/a	DS-GTC-300	out of production	Summer 2022
DS-GTC-510	Active	n/a	DS-GTC-400	out of production	Summer 2022
DS-GTC-610	Active	n/a	DS-GTC-500	out of production	Summer 2022
DS-GTC-700	Active	n/a	DS-GTC-600	out of production	Summer 2022
DS-GTC-800	Active	n/a			