



## Standard Product Warrantee and Return Policy

### Terms and Conditions

Version 1.12, Revised August 1, 2005

**Limited One Year (1) Limited Repair or Replacement Warrantee applies to all board-level products unless stated otherwise on customer quote and packing slip. Board level products will be repaired or replaced under following terms and conditions. Products will also be accepted for return-refund if returned within 30 days of purchase under the terms described herein.**

- Return for refund within 30 days of purchase shipment date is provided under RMA for under the terms and conditions of this Warrantee and Return Policy. Product must be returned in original new condition for refund. If product is returned in condition other than new original, full sales price of product is due and payable. Customer paid shipping costs are not refundable.
- A 20% restocking fee may be charged for items accepted for return.
- Custom orders and Customer specific ordered options including extended temperature and conformal coating are non-cancelable and non-refundable (NC/NR).
- Warrantee applies only to board level products. Software products including OEM Developer Kits and Device Drivers are non-cancelable and non-refundable.
- Warrantee is effective for one year (1) from original purchase shipment date of board product.
- Warrantee applies to defective or malfunctioning parts or workmanship in cases where defect or malfunction has not been caused by use or installation in customer premise equipment or assignments thereof.
- All boards subject to Return Material Authorization (RMA) and incoming inspection. Contact DSS Networks for RMA# prior to return.
- RMA's are not issued for accounts with a past due balance.
- Warrantee may be void if physically or electrically damaged.
- Warrantee may be void if serial number and date code is missing or modified on board product or if date and bar coding does not match board or board components.
- Warrantee may be void if product has been modified or tampered with.
- Warrantee may be void if product is returned with missing parts.
- Normal lead times apply for replacements subject to availability from stock. Lead-times for repair will be quoted during return RMA inspection.
- Repair charge may be required for boards returned for repair after expiration of warrantee. Repair charge will be quoted during return RMA inspection. Repair and return shipment charge may be levied for boards returned which are found to be fully functional or if returned with missing parts. Acceptance of board-level products for repair after warrantee period has expired is at our discretion.
- A 15% of cost warrantee-repair surcharge may be added to board-level product costs for boards with conformal coatings or other custom order options.
- Customer is responsible for all shipping costs related to returned items. DSS Networks will cover one-way return ground shipping for items repaired or replaced as applicable under this Warrantee.
- Boards must be returned with RMA# to the following address:

DSS Networks, Inc.  
Attention: RMA# XXXX  
23 Spectrum Pointe Drive, Suite 202  
Lake Forest, CA 92630