



Sundance DSP Inc. Repair and Warranty Policy

Document last updated on 10/20/2008

Although Sundance DSP Inc makes every effort to produce products of highest quality and workmanship but sometimes any product can exhibit fault and failures due to manufacturing and/or defective components. SDSP will attempt to repair or replace (at SDSP's sole discretion) all faulty hardware manufactured by or for SDSP. A shorter version of this policy is covered in http://www.sundancedsp.com/docs/terms_conditions.pdf

Hardware is considered out of warranty if:

- a) Standard 12 month warranty period has expired.
- b) Upon investigation, it is found that damage has been caused through mishandling or excessive mechanical/electrical stress.

Repair Process

Step 1:

The customer may contact SDSP requesting a Returned Material Authorization ("RMA") Order Number and instructions on where to ship the defective hardware to.

Step 2:

The customer must package the hardware authorized on the RMA Order using commercially acceptable material and packing methods and arrange for shipment to SDSP, at the customer's expense, within thirty days of the issuance of the RMA Order Number. All Hardware sent to SDSP for Repair services must include the following:

- a) A copy of the RMA Order Form supplied by Sundance (recommended);
- b) A full text description of the defect(s) or malfunction(s); and
- c) Each unit must be clearly marked with SDSP's RMA Order number, its product identification (model or part number), and its serial number.

Step 3:

Upon receipt of the defective hardware and required accompanying documentation, SDSP will arrange for the hardware to be inspected and diagnosed and, if found to contain faulty components or workmanship then they will be repaired or replaced within four weeks of receipt of defective hardware. All mandatory design changes and updates will be applied during the Repair process, where appropriate and / or possible

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If the hardware is out of warranty the customer will be contacted and informed of any charges before repair is carried out. SDSP does not operate a fixed price policy. The cost of repair will be assessed on an individual basis and will include cost of replacing components and engineering labor @ 85dollar per hour.

Step 4:

SDSP will return repaired or replaced hardware to the customer's designated location identified on the RMA Order within four weeks of receipt of hardware. If this is not possible the customer will be contacted as soon as possible and a later delivery date will be arranged. Customer will be responsible for cost of shipment back to customer if the product is found not to be covered by warranty.

Step 5:

Repaired or replaced hardware will be billed to the customer at the then current rates for any services provided and not covered by Sundance's warranty.

No Fault Found

Hardware that is reported as defective and is found to be free of defects will be returned to the customer and the customer will be charged a No Fault Found ("NFF") fee, in addition to all other applicable charges for services provided, regardless of the Hardware's Warranty status.

Un-repairable out of warranty hardware

Hardware not repairable to SDSP's standards will be scrapped or returned to the customer, per customer instruction, and the customer may be charged for the inspection and diagnosis of the hardware in addition to all other applicable charges for services provided.

Hardware from 3rd parties

SDSP also supplied hardware from reputable 3rd parties that compliment SDSP hardware. Any 3rd party products supplied by SDSP, is covered by the manufacturer's own warranty terms and customers have to refer to those terms for such products. However, as a service to the customer SDSP is happy to accept and process any repair/warranty requests and liaise with the original manufacturer of the supplied hardware.

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