

Warranty and Return Policy • Terms and Conditions of Sale

LIMITED ONE-YEAR PRODUCT WARRANTY

Calculated Industries' One-Year Limited Warranty for products applies to the end-consumer only, who should deal directly with our Service Center for all warranty claims. Such claims should be submitted by end-consumers to: Calculated Industries, Inc., 4840 Hytech Drive, Carson City, NV 89706 (1-775-885-4900) with proof of purchase (typically a dated receipt) enclosed with the unit submitted under the warranty claim. Full details of this warranty, including exclusions are printed on the back pages of the User's Guides. No other warranty or guarantee expressed or implied is made.

INITIALLY DEFECTIVE GOODS

As a service to our dealers and distributors, we will replace initially defective merchandise reported to us within 10 days from the date of the dealer/distributor invoice and after obtaining a "Returned Goods Authorization" (RGA) number by calling Calculated Industries, Inc. at **1-800-854-8075** between the hours of 8 a.m. and 4:30 p.m. Pacific Time. Upon receipt of the defective goods, Calculated Industries, Inc. will send replacements at no charge. Defective merchandise returned will be exchanged with identical item(s) only.

DISTRIBUTOR/DEALER WARRANTY CLAIMS ON BEHALF OF END-CONSUMERS

The Distributor/Dealer may submit a product under a warranty claim on behalf of an end-consumer to Calculated Industries only within the first thirty (30) days after the documented date of sale along with sales receipt copy from the end-consumer. Such submissions can be made only after obtaining a "Returned Goods Authorization" (RGA) Number from Calculated Industries by calling **1-800-854-8075** between the hours of 8:00 a.m. and 4:30 p.m. Pacific Time. Without issuance of the appropriate "Returned Goods Authorization" (RGA) Number, Calculated Industries, Inc. assumes no obligation or liability to replace stock or inventory already delivered by the dealer to the end-consumer as a replacement.

DAMAGED MERCHANDISE

We use the finest packing materials available and every effort is made to prevent damage. In the event damaged merchandise is received, retain the original shipping carton and take the following steps that apply:

FedEx Ground / United Parcel Service (UPS). Contact your local office for an inspection report. Require them to return the merchandise to us — please do not return the merchandise yourself.

Parcel Post (USPS). If merchandise is damaged, take the package to your local post office and file a damage claim. The post office will investigate the claim and make restitution to cover the damage.

LOST MERCHANDISE

Merchandise lost in shipment will be replaced after the shipment has been traced. Upon notification from the carrier of non-delivery, a claim will be filed and the merchandise will be replaced at no charge.

CI SHIPPING ERRORS

All shipments should be checked immediately upon receipt. Duplicate shipments, mis-shipments, dead-on-arrival defective units, or any other errors on our part will be corrected by us at no charge upon notification of the error. **THIS NOTIFICATION MUST BE MADE WITHIN 10 DAYS FROM DATE OF INVOICE.**

ORDERING ERRORS

Merchandise ordered in error may be returned only with an approved return authorization from us and **only within 10 days from date of invoice.**

All returns must be accompanied by a copy of the original invoice and a Returned Goods Authorization number. **Returns will not be accepted without this number displayed on the return shipping label.** All merchandise returned to Calculated Industries, Inc. must be in the original box and packing. After return, an inspection will be made by our warehouse. Shipping charges incurred due to the return of merchandise are the responsibility of the dealer.

RESTOCKING FEES

Merchandise that is not initially defective, but that is accepted for return within 90 days, will be credited at 85% of the invoice price to cover handling and restocking. Merchandise that is accepted for return after 90 days but before 1 year, will be credited at 50% of the invoice price. **No merchandise will be accepted for return after 1 year.** Of course, all returned merchandise must be in the original carton(s), complete and in a resalable condition. If not received in this condition, the merchandise will be returned to you without credit.

OUT-OF-WARRANTY PRODUCT SERVICE

Calculated Industries, Inc. provides repair service for a nominal charge which varies by product for end-consumers with product(s) where the Limited One-Year Product Warranty has expired. Such customers may contact **Calculated Industries, Inc., 4840 Hytech Drive, Carson City, NV 89706 (1-775-885-4900)** for information on the repair service and costs.

SAMPLE UNIT POLICY

Samples are available to customers with approved credit for examination and trial and are invoiced with the order at Manufacturer's Suggested Retail Price. Upon receipt of first qualifying Minimum Order Quantity/Volume, sample(s) will be credited back at cost difference.

TERMS AND CONDITIONS OF SALE

- A) Prepayment or Net 30 days upon approval of credit.
- B) Product shipped FOB/Carson City, NV by best way. Expedited service available by request at additional charge.
- C) Product types (excluding accessories and training materials) may be combined to meet minimums and to achieve higher discount levels.
- D) Prices subject to change.
- E) Prices above are based on quantity or dollar volume per order per ship-to location.
- F) Mere possession of this price list does not guarantee these prices.