

LIMITED WARRANTY

All equipment manufactured by Lindsay Broadband Inc. ("Lindsay") is warranted to be free from defects in material and workmanship under normal use and service for a period of twenty four (24) months from the date of its delivery to the Customer. During the warranty period, the Customer shall promptly notify Lindsay in writing of any claim against the warranty.

This warranty shall not apply to the following:

- Any Lindsay product, which shall have been repaired or attempted to be repaired or altered outside of a Lindsay Authorized Service Depot.
- Any Lindsay product, which has been subjected to misuse, damage or operated in any way other than its intended use.
- RF overload hybrid ICs blown by excess RF level.
- Water damage caused by failure to properly close housing or failure of seal between customer installed connectors and bushing or casting at ports.
- The cost incurred by the Customer for the transportation or expedition of Lindsay products to any Lindsay Authorized Service Depot.
- Any damage to the Lindsay product, which is incurred in transit to and from any Lindsay Authorized Service Depot.
- Any Lindsay product which has been damaged by any acts of God, ie; lightning, floods, earthquakes, tornadoes and the like.

Under the terms of this warranty, the obligation of Lindsay shall be limited to the repair or the replacement of the product at the discretion of Lindsay.

See Lindsay Broadband Return Material Authorization Policy:

Lindsay Broadband Return Material Authorization Policy

A Return Material Authorization (RMA) Number is Required On all Product Returns (Regardless if Product is Being Returned to Repair or credit)

Product Received at the Lindsay Broadband Factory Without an RMA Number will be Returned to Sender

RMA number must be used when returning product for credit or repair. Use of RMA numbers will ensure efficient processing. When returning product to Lindsay Broadband, please follow the simple steps below (in the order that they appear):

RETURNS

- 1. Fill out the Product Return Authorization Form indicating product information. Repair items do not require original invoice information, but it is helpful to determine warranty eligibility.
- 2. Contact Lindsay Broadband Inc Service Department in one of three ways:
 - E-mail to: <u>contactus@lindsaybroadbandinc.com</u> (recommended method) Include all of the information from the product Authorization Form, or,
 - Fax the Product Authorization Form to 1-705-742-7669 or,
 - Call Lindsay Broadband Inc @ 800-465-7046 Ext 235 / 261
- 3. After completing Steps 1 & 2, an RMA number will be assigned to you.
- 4. Securely pack the product and mark the box with your RMA #. If shipping multiple boxes, all boxes should be marked with the RMA #. The RMA # must be placed near your return address in large, bold print (approximately 2" in height). Please see the address label below as an example of the relative size location of the RMA #.

Sample Address label with RMA #

John Smith ABC Company RMA 1234 123 Smith Street Anytown, USA 00000

> Lindsay Broadband Inc 2035 Fisher Dr., Peterborough, ON K9J 6X6 Attn: PRODUCT RETURNS

Send your returns to:

Lindsay Broadband Inc. 2035 Fisher Dr. Peterborough, ON Canada K9J 6X6

Attn: Product Returns

All shipments are to be pre-paid by the sender. **No COD's will be accepted**.

Lindsay Broadband Return Material Authorization (RMA) Form

Service Repair Policy

Lindsay Broadband product may be returned for repair under the following condition:

- Please contact Lindsay Broadband Service Dept. to obtain an RMA#.
- Please supply requested information to verify 2warranty coverage.

Any shipments received by Lindsay Broadband without an RMA # will be refused.

Credit	Return	Dolior

Lindsay Broadband products may be retuned for credit under the following conditions:

- Products are unused and undamaged.
- Products are accompanied by a one dollar (new purchase) for one dollar (credit return) order.
- Products were purchased within on year from credit return date and are in a current catalog.
- 4. Products are subject to a 10% per RMA and \$2.00 per line item.
- Products that are custom made are subject to an additional charge for conversion of not less than 20% and not more than 50% of the FFP price.
- Product that require factory repacking are subject to an additional charge for material and labour.
- Please contact Lindsay Broadband Customer Service to obtain an RMA#.

Any shipments received by Lindsay Broadband without an RMA# will be refused.

Note: Products that are judged by Lindsay Broadband Inc. upon receipt as being unacceptable for credit shall be returned to sender at their expense.

SHIPPING INSTRUCTIONS

- Make Sure to Obtain an RMA# and mark a box(s) accordingly
- 2. Ship Only Items Authorized
- Enclose Packing Slip & Product Return Authorization Form
- 4. Ship Prepaid Only to:

Lindsay Broadband Inc 2035-2 Fisher Dr. Peterborough, ON CANADA K9J 6X6

Attn: Product Returns

Company	Contact Name:	
Address:	City:	
Prov/State:	Postal Code/Zip:	
Phone: #:	Fax #:	
Email address (if applicable)		
RMA # (To be supplied by Lindsay Broadband)	Date:	
Reason for return		

Qty.	LBI Part #	Description	P.O.#	P.O. Date