



## ATTACHMENT B

### SUPPLEMENTAL PROVISIONS FOR RETURN OF PRODUCTS FOR REPAIR

1. Return Material Authorization (RMA)
  - a. Customers must first request a Return Material Authorization (RMA) Number before returning a product for evaluation and/or repair.
  - b. Included in each request for RMA must be:
    - i. Product Name
    - ii. Product Part Number
    - iii. Product Serial Number
    - iv. Cause of Failure
  - c. Products shipped to IDSI for evaluation and/or repair must be accompanied with a copy of the RMA Number provided by IDSI. Products must be shipped prepaid at Customer's expense.
  - d. Products shipped to IDSI for evaluation and/or repair without having first secured an RMA Number from IDSI may be returned, freight collect at the Customer's expense and risk, without further action or obligation on the part of IDSI.
2. Evaluation
  - a. IDSI, upon issuing an RMA Number for a product that Customer believes to have failed, will require payment of an Evaluation Fee, if the product is outside warranty or if the product was misused, abused or damaged. No fee is required for evaluation of product yet covered under the original IDSI product warranty and properly handled and used by the Customer.
  - b. Funding of Evaluation Fee(s) must be made via valid Customer Purchase Order before evaluation will begin. In the event that the product is under warranty, evaluation will commence upon receipt of the product.
  - c. The time to complete Evaluation begins when a valid Customer PO (required for product out of warranty, as described above) AND the product itself have been received and accepted by IDSI. The due dates on the Evaluation PO will be valid only if the unit is returned timely. The PO due dates will slip one day for each day that the product is late.
3. Conclusion of Evaluation
  - a. At the conclusion of Evaluation of a product alleged to have failed, one of the following actions will ensue:
    - i. In the event of a finding of no fault or failure (No Fault Found), the unit will be returned to the Customer, and the RMA activity for that product will be closed.
    - ii. In the event of a finding of failure, and the product is yet covered under the original IDSI product warranty, repairs to address the initial cause of failure will proceed.
    - iii. In the event of a finding of failure, and the product is no longer covered under IDSI warranty, IDSI will issue to the Customer either a Repair Quotation or a statement that the product is Beyond Economical Repair (BER).
4. Repair
  - a. For product(s) found to have failed while under warranty, repairs to address the initial cause of failure will proceed immediately.
  - b. For product(s) found to have failed outside of warranty, a Repair Quotation will first be issued to the Customer, confirming the cause for failure, and providing a price to repair the product(s).
    - i. Before repairs can begin in this circumstance:
      1. the Customer must provide a valid Purchase Order to fund the repair in full; or
      2. Decline to fund the repair of the product, instead funding the return of the unrepaired product freight prepaid at Customer expense. In this instance, IDSI will ship the unit back to the Customer with an invoice placed against the Repair PO.
    - ii. Repairs will be made to address the initial cause for failure upon receipt of the Customer PO. Customer accepts the possibility that secondary causes of failure, masked by the initial cause, may be discovered after the initial repair is completed. In this event, another Repair Quotation will be issued to the Customer, and the process begins again at Step 4.b above.
  - c. The time to complete Repair begins when a valid Customer PO (required for product out of warranty, as described above) AND the product itself have been received and accepted by IDSI. The due dates on the Repair PO will be valid only if the unit is returned timely. The PO due dates will slip one day for each day that the product is late.
5. Return of Product
  - a. Customer's product(s) will be returned when:
    - i. All repairs are completed, the product(s) have been fully tested and found to be functional and compliant with original specifications; or
    - ii. The product(s) are determined to be Beyond Economical Repair (BER); or
    - iii. If the Customer declines in writing to fund repairs by means of a valid Customer Purchase Order.
  - b. All product(s) will be returned to the Customer via Customer's preferred carrier, prepaid or freight collect at Customer's sole expense and liability (EXWORKS our facility).
  - c. Upon return of product, the RMA activity for that product will be closed.