

Beginning January 1, 2017 ESTeem Industrial Wireless Solutions has a new repair policy for all ESTeem brand wireless products. The new requirements and levels of service are listed below:

Same Day Replacement Service

ESTeem will ship a refurbished unit to replace a damaged radio within a single working day of issuing a Return Material Authorization (RMA) number. The non-working radio must be the same model number and be returned to the factory within 10 working days of receiving the replacement. A return shipping label will be included in the outgoing shipment (for US based customers only).

The cost of the same day replacement service is based upon the model number of the radio:

ESTeem Model Number	Cost
Horizon 900MHz Horizon 2.4GHz Horizon 5.8GHz	\$975.00 + Outbound Shipping
Horizon 4.9 GHz	\$1025.00 + Outbound Shipping
Model 195M Model 195H Model 195C	\$725.00 + Outbound Shipping
Model 210M Model 210C	\$1175.00 + Outbound Shipping
Model 195Eg Model 195Ed Model 195Ea	\$925.00 + Outbound Shipping
Model 195Ep	\$1025.00 + Outbound Shipping

1. The invoice for this service will include a \$500.00 “core” charge to be credited upon the return of the non-working radio. The non-working radio modem must be shipped within 10 working days of the arrival of the replacement or the core charge will not be returned.
2. An RMA number must be issued and payment information must be provided before the replacement radio will be shipped.
3. The UPS level of outbound shipping (Overnight, 2-Day, 3-Day or Ground) is **NOT** included in the above pricing.

Warranty Repairs

ESTeem will repair any radio covered under warranty at no cost outside the inbound shipping (see Sales Terms and Warranty for full details). Warranty repairs will be given first priority and all efforts will be made to complete the testing and repair within 5 working days of receipt. An RMA number must be issued before the return for warranty repair.

Standard Repairs

Standard repairs will be completed in the order they are received. The radios will be tested and repaired at the convenience of ESTeem production and may take as long as 6-8 weeks depending upon workload. Customers will only be invoiced for the actual cost of the repair (time and materials) but no exact time for the completed repair can be provided. An RMA number must be issued before the return of a standard repair.

Shop Rates: \$150.00 per hour (Part charges will be detailed on invoice) - Minimum charge for a repair is \$225.00



Return Materials Authorization (RMA)

Prior to any item being sent to ESTeem for repair a Return Material Authorization (RMA) must be issued.

Requirements for the RMA processing:

- 1). For warranty repairs, a copy of your proof of purchase enclosed with your shipped product.
- 2). Make sure you complete the: Item / Quantity / Serial Number / Reason of Return. (Be specific)
- 3). Mark RMA number clearly on mailing label and shipping containers.
- 4). All returned product(s) must be packed in the original packaging with freight charge prepaid.

A Purchase Order or credit card information **must** accompany the RMA when the material is returned before any work will be performed. The minimum value of the PO required is \$300.00. Customers will only be invoiced for the actual cost of the repair. The Customer will be notified (via email) of all repairs that exceed \$300.00 threshold.

Repairs that exceed the amount of the PO, will be considered abandoned if no response after a period of 90 days from the e-mail notification. It will be at ESTeem’s discretion as to the disposition of the item that has been “abandoned” to recover the costs of the repair.

Shop Rates: \$150.00 per hour (Part charges will be detailed on invoice) - Minimum charge for a repair is \$225.00

Purchase Order/Credit Card	RMA #:
Company:	
Contact Name:	
Address:	
Phone number:	Email address:

<u>Item</u>	<u>Qty</u>	<u>Serial Number</u>	<u>Reason of Return</u>

Please return the hardware to the following address after receiving your RMA Number:

**ESTeem Wireless Modems
415 N. Quay Street, Building B1
Kennewick, WA 99336
USA**

RMA#