Interlink One-Year Limited Warranty Policy for REFURBISHED Equipment

Our one-year limited warranty policy is outlined below and covers the areas of DOA equipment (30-Day) and Warranty Repair-Replacements (One-Year Limited). Customers must contact Interlink for a Return Material Authorization (RMA) number prior to any product being returned. Interlink shipping will not receive equipment without an RMA Number.

Interlink Refurbished equipment is tested by certified system engineers prior to shipment. We recommend that you contact Interlink System Engineering to discuss any technical issues on the equipment prior to ordering and also prior to any return; many times, this prevents equipment from being returned that is actually in good working order, but simply not configured or connected properly.

In the event of a DOA condition on NEW equipment, the DOA is subject to the manufacturer warranty. Please contact manufacturer for replacement. If you require assistance in contacting the manufacturer, please call Interlink Sales on 800-638-8481 or email solutions@interlinkweb.com.

1. **Refurbished or Re-Manufactured DOA Equipment.**

   DOA equipment will be replaced or refunded by Interlink when reported to Interlink within 30 days of shipment. It is incumbent upon Interlink customers to contact Interlink for any DOA situation to get an RMA number. Interlink Sales will report the DOA condition to System Engineering and a replacement unit will be sent to the customer using the same shipping method as the initial order (Ground, Next-Day Air, Two-Day Air, etc.).

   Customer pays for the replacement unit + shipping; the credit/refund is not processed until the defective unit is received, tested and confirmed defective by Interlink System Engineering. If the equipment is indeed DOA, the customer will receive a credit for the replaced equipment and the shipping charges of the replacement so long as the return is the same method as the original order.

   Customers may return the defective unit to Interlink via UPS/Ground. Any requests to expedite DOA replacements can be accommodated, and the expedited

charges will be paid by the customer. If Interlink is unable to replace the DOA unit (availability), the customer will receive a full refund after System Engineering tests the DOA unit and authorizes the refund. If System Engineering determines a No Trouble Found (NTF) condition, the unit will be returned to the customer. The customer is responsible to pay the additional shipping charges. The System Engineer responsible for the testing will be available to discuss with the customer his/her findings.

No credit will be issued on NTF conditions.

Warranty/Repair-Replacements.

Again, all refurbished equipment is tested by certified system engineers prior to shipment. If a unit fails after installation and routine operation, customers are encouraged to contact Interlink System Engineering for assistance in problem determination prior to any return.

If a unit fails after installation, but within ONE-YEAR of purchase date, Interlink will repair or replace the unit within 30-Days under the following Conditions:

A. Customer Receives RMA from Interlink and Returns the Unit to Interlink for testing.

B. System Engineering tests unit and authorizes repair/replacement. If System Engineering tests unit and identifies a No Trouble Found (NTF) condition, the unit will be returned to the customer within 30 days of equipment receipt at Interlink and the customer agrees to pay the return shipping charges. The System Engineer responsible for the testing will be available to discuss with the customer his/her findings.

C. Overnight replacements for equipment under this limited warranty can be accommodated (based on availability) if the customer pays for the replacement unit and the expedited shipping. Credit for the replaced unit (not the expedite charges) will be issued only after the defective unit is received, tested and authorized by Interlink System Engineering.

If the returned equipment is tested and NTF, the unit will be returned to the customer and the customer agrees to pay the return shipping charges; no credit will be issued.

D. If Interlink is unable to replace a defective unit as determined solely by Interlink within the one-year warranty, then the customer will receive a complete refund of the original purchase price, excluding freight.