

U.S. RETURN AND REPAIR POLICY

The following RMA procedures allow us to effectively process your return in a timely manner. This policy covers all standard products not covered by separate Quotes and/or Sales Order agreements. For questions, contact the Professional Services Department at 1-800-300-8288, option 5.

RMA Number

A "Return Material Authorization" (RMA) number is required for all returned products, including evaluations. You can obtain an RMA number by filling out the RMA form and submitting it to iQstor Professional Service Department via iQstor's website http://www.iqstor.com/ser_sup/rma.htm. If approved, an RMA number will be provided and a return shipping label will be sent out to the customer.

When requesting an RMA number, please have the required information in the RMA form available.

A packing slip referencing the RMA number, part number and quantities shipped is required for all returned products. iQstor will cover the cost of shipping the products back to iQstor Networks.

Please pack the product using the original packaging to prevent damage during shipping. iQstor Networks will not accept responsibility for any damages resulting from inadequate packaging. If the original packaging is not available, iQstor will send replacement packaging to the customer for return shipping.

Warranty Repairs

All products from iQstor Networks are warranted for three (3) years from date of manufacture. This warranty covers **Electrical Failures** and **Manufacturing Defects Only**. Product failures or defects that have been caused by misuse or mishandling are not covered under this warranty and the cost of repair will be billed to the customer, including shipping and handling.

Under normal circumstances, returned products will be shipped back to the customer by ground service within fifteen (15) working days from the date the product is received by iQstor Networks. In the event that expedited shipping service is required, and you agree to pay for the additional freight charges, please notify the Professional Services Department at the time the RMA is issued.

For advance replacement RMA's, the requested replacement part will be shipped the next business day within the USA at no charge based on product availability. The reported defective part must be returned to iQstor within fifteen (15) working days from receipt of the new part; otherwise iQstor will issue an invoice for the full price of the part.

Billable Repairs

For products that are returned to iQstor Networks for repair and found not to be covered by warranty, a written estimate will be sent to customers requesting a PO number to cover the cost of repairs and shipping,.

Standard Repair Charges

Please contact Professional Services Department at 1-800-300-8288, option 5 for current hourly rates, repair, shipping and handling costs.