

## Microwave Techniques Standard Warranty Policy and Procedure

**Effective Date: Orders Placed on or After September 1, 2021**

### **Warranty Period:**

Microwave Techniques, LLC warrants all items to be free of defects in materials and workmanship for a period of two (2) years from the date of Shipment unless otherwise negotiated in writing prior to sale.

### **Warranty Limitations:**

Modifying, adjusting, altering, adapting, changing, converting, dismantling or otherwise tampering with any device as supplied by Microwave Techniques will void its Warranty.

Any defects or failures due to installation or operation outside of design specifications or under conditions other than those specified at the time of purchase or for other than the intended purposes are not covered by this or any other warranty.

This Warranty does not cover finish and coating defects caused during customer unpacking, inspection, tests, and/or installation. This includes shipping damage, which is not covered by this Warranty, unless shipped on Microwave Techniques' account. For items damaged by a customer's carrier, the customer must file a claim with the carrier for reimbursement.

### **Warranty Claim Process:**

In the rare event a component supplied by Microwave Techniques is suspected of being defective, the customer must immediately contact Microwave Techniques to discuss the issue.

If the issue cannot be resolved during the course of these discussions, a Return Material Authorization (RMA) will be issued allowing the customer to return the suspect part to Microwave Techniques for evaluation. At a minimum, customer must supply the part number(s), serial number(s), and detailed description of the defect(s) to initiate this process.

Unless agreed upon in advance, all return shipping costs are the responsibility of the customer.

The initial RMA will include an Evaluation fee of \$300.00 (USD) per unit, which will be waived if any defects covered by warranty are found. If no warranty defects are discovered, customer will be invoiced for the cost of the evaluation as well as additional return shipment costs.

Evaluation of the suspect parts will be executed expediently by Microwave Techniques personnel, informing the customer of the results.

In the event the suspect part is determined to be defective, Microwave Techniques reserves the right, at its sole discretion, to either repair or replace the part.

Return shipment to the customer for items repaired or replaced under Warranty will be at Microwave Techniques' expense.

#### **Payment Terms:**

All invoices, regardless of suspected defect or warranty status, must be paid in accordance with the terms of the original order. The customer will be responsible for any additional repair or replacement costs.

Microwave Techniques reserves the right to void any Warranty if payment terms are not met, including suspension of work on repair/replacement items.

#### **Liability:**

Microwave Techniques' liability is limited to the replacement cost of the defective part or parts supplied by Microwave Techniques to the customer.