



## DCB Warranty, Exchange, Rental and Repair Policies

### WARRANTY

All Data Comm for Business (DCB) manufactured products are warranted to be free from defects in manufacturing and materials for the warranty term. DCB will repair or replace any equipment or parts proved to be defective during the term of the warranty. All warranty work is F.O.B. Dewey, IL. This warranty does not cover abuse, lightning damage, power surges, misuse, accidental damage, acts of God or consequential damages. In addition, this warranty does not cover the cost or replacement equipment for use while your equipment is being repaired under warranty, so we strongly suggest that our customers consider purchasing spare equipment or a maintenance contract if system operation is critical.

All equipment returned to DCB for warranty repairs must be accompanied by a Return Material Authorization (RMA) number. To receive an RMA number call 217-897-6600 between the hours of 8 AM and 5 PM CST. It is the customer's responsibility to pay for the shipping charges to DCB and it is DCB's responsibility to pay UPS ground shipping charges back to the customer after the equipment is repaired.

#### **Warranty Terms Effective 8/01/2002**

PRODUCT	YEARS	PRODUCT	YEARS
Multiplexers	2	Voice/Data/DSU	2
Modem	2	DSU	2
Access Switch	2	T-Extender	2
Ether Series	2	Frams	2

### RETURN POLICY

Data Comm for Business (DCB) would like to insure your complete satisfaction with products purchased from us. If you have problems with equipment that you have purchased from us, please contact our technical support personnel at 217-897-6600 weekdays between 8 AM and 5 PM CST. They will provide you with quick, courteous and professional help. If for any reason you are still not satisfied with equipment purchased from DCB, you may return it within 30 days of purchase. If the equipment is still in "like new" condition with the original packaging and all manuals, power supplies and cables included you will receive 100% credit or a full refund. The customer is responsible for the shipping charges. To return equipment, call DCB during business hours for a Return Material Authorization (RMA) number.

This RMA number must appear on the outside of the shipping container.

### 30 DAY GUARANTEE

Exchange units will be supplied for any unit that fails within 30 days of initial purchase. If you have a problem, we first ask that you contact our technical support staff at 217-897-6600. If they cannot solve the problem they will be glad to send out an exchange unit. If you receive an exchange unit you will be issued an RMA number to return the defective unit. If DCB receives the defective equipment within 30 days there will be no charge. If the equipment is not received within 30 days there will be a 10% fee. If the defective equipment is not returned within 60 days then the customer will be expected to pay the full retail price for both units. Returned equipment must be returned in original packaging complete with all manuals, power supplies and cables. There is a \$25 charge for missing manuals, cables or packaging and a \$100 charge for a missing power supply.

### WARRANTY EXCHANGE

DCB supplies no charge exchange units to customers only if a unit fails within 30 days of initial purchase. If a unit fails within the warranty period but after 30 days of initial purchase, the customer has a number of options. First, the customer can send the unit to DCB for a no charge warranty repair. Second, if the customer needs a unit for use while their unit is being repaired, DCB will rent a unit to the customer. See rental policy below. Finally, if the customer would rather exchange the unit, DCB has a warranty exchange fee. You can call 217-897-6600 to obtain current pricing. Please note that an exchange unit is not necessarily a new unit. If you supply us with the serial number of the defective unit we will guarantee that the exchange unit will be no older than your defective unit. The purchase of an exchange unit does not change your original warranty period. If you elect to purchase an exchange unit you will be issued an RMA number to return the defective unit. If the defective unit is not received within 30 days a 10% fee will be charged. If the defective unit is not returned within 60 days then the customer will be invoiced for the full retail value of the exchange equipment. It is very important that the customer also return the power supply with the defective unit because often the problem is with the power supply, not the unit. There is a \$100 charge for a missing power supply.

# DCB Warranty, Exchange, Rental and Repair Policies

## NON WARRANTY EXCHANGE

If a unit fails after the warranty period has expired the customer has a number of options. First they can have the unit repaired. See repair policy below. If the customer needs a rental unit while their unit is being repaired DCB will rent them a unit. See rental policy below. Finally, if the customer would like to exchange their unit, DCB has a non-warranty exchange. Call 217-897-6600 to obtain current pricing. A non-warranty exchange unit will most likely be a factory reconditioned unit. If you supply us with the serial number of the defective unit we will guarantee that the exchange unit will be no older than your original defective unit. If purchased, the non-warranty exchange unit carries a 90 day limited warranty. When you purchase a non-warranty exchange unit you will be issued an RMA number to return the defective unit. If the defective unit is not received within 30 days a 10% fee will be charged. If the defective unit is not returned within 60 days then the customer will be invoiced for the full retail value of the exchange equipment. It is very important that the customer also return the old power supply with the defective unit because often the problem is with the power supply, not the unit. If the customer plugs a new unit into the old power supply they may damage the new unit. There is a \$100 charge for a missing power supply.

## RENTAL POLICY

Rental equipment is available from DCB. Call 217-897-6600 for current pricing. Equipment is rented on a monthly basis with no partial month rentals. If the customer decides to purchase the rental unit, 50% of the rental costs will apply towards the purchase of the unit. DCB must receive rental equipment in house by the end of the monthly rental period or the next month's rental charge will be due. An RMA number must accompany returned rental equipment. You will be issued this number when you order the rental equipment. Rental equipment must be returned complete with manual, cables, power supply and carton. There is a \$25 fee for missing manual, cables or carton and a \$100 fee for a missing power supply. All shipping charges are the responsibility of the customer.

## REPAIR POLICY

DCB offers repair service for all products that we manufacture. Call 217-897-6600 for current pricing. The price you will be quoted is the normal repair price for the size and type of unit that you have. If you decide to have your unit repaired, you will be

issued an RMA number. This number must be written on the outside of the container when you send the unit to DCB. Upon receipt of the unit, we will determine if repair is feasible. If the unit is not repairable we will immediately contact the customer and determine disposition of the unit. If the unit can be repaired but the damage to the unit is severe due to lightning, power surge, misuse, etc. then we will call the customer with a new repair price. The customer can then decide if they would like to continue with the repair. If a unit is returned to us for repair and we find nothing wrong with it we will bill the customer a less expensive checkout fee instead of a repair fee. DCB repaired units carry a 90-day limited warranty.

## SPARE EQUIPMENT

DCB routinely has reconditioned equipment available for sale as spare equipment. DCB offers this equipment at a 25% discount from standard price. This equipment has the same warranty term as new equipment.

## MAINTENANCE COVERAGE

DCB also offers maintenance coverage on all equipment we manufacture. Please see the Platinum Protection brochure that came with your unit for more information.

## LEASE POLICY

Leasing is available on all products sold by DCB. Leases are available for several different terms. All leased equipment includes a maintenance agreement as part of the lease. Please call 217-897-6600 for pricing and additional information.



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