



International Electronics, Inc.
Effective May 2003

Return Material Authorization (RMA) Policy

- 1.0 Warranty Policy**
- 2.0 Returns (RMA) Policy**
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1.0 Warranty Policy

International Electronics Inc. (IEI) warrants its products to be free from defects in material and workmanship when they have been installed in accordance with the manufacturer's instructions and have not been modified or tampered with. IEI does not assume any responsibility for damage or injury to person or property due to improper care, storage, handling, abuse, misuse, normal wear and tear, or an act of God.

IEI's sole responsibility is limited to the repair (at IEI's option) or the replacement of the defective product or part when sent to IEI's facility (freight and insurance charges prepaid) **after obtaining IEI's Return Material Authorization**. IEI will not be liable to the purchaser or any one else for incidental or consequential damages arising from any defect in, or malfunction of, its products.

Except as stated above, IEI makes no warranties, either expressed or implied, as to any matter whatsoever, including, and without limitation to, the condition of its products, their merchantability, or fitness for any particular purpose.

Warranty Periods Are:

1 Year	PowerKey
2 Years	Door Gard & Secured Series Products
2 Years	LS Series
2 Years	Glass Break
5 Years	'e' Series Keypads

All products have date code labeling to determine the warranty period. A 90-day grace period is added to all products to account for shelf life.

2.0 Returns (RMA) Policy

No merchandise will be accepted for return by IEI without prior authorization in the form of a Return Material Authorization number (RMA#). To obtain an RMA #, contact IEI sales or technical support groups at (800) 343-9502. Unauthorized returns will be refused and placed in the hands of the carrier at the cost of the shipper.

Section 2.1 180-Day Out Of Box Exchange — Within 180 days of the original purchase date, IEI will replace any returned undamaged product with a new unit (excludes special order items). An authorized RMA # must be obtained from IEI and **proof of purchase is required** and must accompany the product.

Section 2.2 Technical Support Assisted In -Warranty Product Defects — The vast majority of field service issues can be resolved over the phone by the IEI Technical Support group. If IEI's Technical Support group cannot resolve the condition, a unique priority RMA number will be issued. In these cases, replacement of the original product is guaranteed provided that the product has been installed in accordance with the manufacturer's instructions and has not been modified, tampered with, or damaged.

Section 2.3 Non - Technical Support Assisted In -Warranty Product Defects — In-warranty products that are returned to IEI on an RMA will be tested to determine the nature of the defect. If the product is determined to be defective or defect cannot be found by IEI's standard test procedure, we will provide a new unit for our authorized re-sellers. For all others, we will repair or replace at IEI's discretion, provided that product has been installed in accordance with the manufacturer's instructions and has not been modified, tampered with, or damaged.

Section 2.4 Stock Rotation /Adjustment (in-warranty) — Stock rotation returns require authorization from IEI sales management. These products must be in their original packaging, must not have been opened, and must be complete with all original components and documentation. IEI will impose a 30% restock fee and/or require an off-setting new order for equipment valued greater than or equal to the value of the return. **Under no circumstances will IEI accept return of special order products including cards.**

Note: When requesting RMA #'s as detailed in section 2.4, IEI will require a list of the items and the estimated purchase date. These units can be sent back under one RMA number. IEI reserves the right to evaluate all such equipment returns to validate that each meets factory requirements as detailed.

3.0 Repair Policy

A product is out of warranty if it does not fall within the appropriate warranty coverage period, is damaged by customer or is damaged by an act of God.

A purchase order for \$55.00 is required before IEI issues any out-of-warranty RMA number to a customer.

Section 3.1 Evaluations (For products out of warranty with unknown status.) — Evaluations will be performed at a cost to the customer of \$55 per product to be evaluated. Evaluations will include a detailed report of failures (if any) when returned to customer.

Section 3.2 Repairs — Repairs will be performed at the customer's request. Cost of the repair will be determined from a standard repair price list less any evaluation costs incurred. (Pricing available upon request.)

All items repaired are covered by a 1-year warranty, with proof of service in the form of an IEI invoice. If an item fails within this 1-year period, repairs will be performed at no cost to the customer.

IEI reserves the right to repair or replace at our discretion. If a repair cannot be done or a replacement cannot be found, as may be the case with obsolete product, reasonable efforts will be made to find a suitable equivalent.