



## Warranty & Return Merchandise Authorization (RMA) Procedures

### A. Warranty Conditions:

1. Warranty covers the AT&T CruiseCast equipment purchased against defects in materials for a period of ONE (1) year and against factory labor costs for a period of ONE (1) year from the date of installation and activation, but in any event no more than eighteen (18) months from the delivery date (the Warranty Period").

### B. Warranty Claims:

1. Warranty claims must be filed with RaySat Broadcasting Corp.'s AT&T CruiseCast Customer Service no later than 30 days after the warranty service took place.
2. All warranty information must be supplied, especially with respect to Customer Name, Serial Number, Date of Installation and Failure Description.
3. Any defective parts or systems that are claimed under warranty must be returned with the claim without shipping cost.

### C. Extended Warranty Option Conditions:

1. Warranty covers the AT&T CruiseCast equipment purchased against defects in materials for a period of THREE (3) years and against factory labor costs for a period of THREE (3) years from the date of installation and activation.

### D. Advance Replacements under Warranty

1. Partner must obtain an RMA number after troubleshooting with RaySat Broadcasting Tech Support.
2. The Partner or the subscriber to AT&T CruiseCast is required to ship to RaySat Broadcasting the replaced components within the next 30 days. If the replaced components are not returned to RaySat Broadcasting within 30 days, those will be charged to the partner's account or to the subscriber's account.
3. Partners and subscribers are required to reuse the packing materials that the Advance Replacement is shipped in and comply with the repackaging instructions in order to prevent further damage to the returned product during shipping.
  - a. Returned units to RaySat Broadcasting that are damaged in transit due to poor packaging will be charged directly to the partner's or subscriber's account.
  - b. RaySat Broadcasting will deny issuance of future advance replacements material if the Partner or customer has not returned defective equipment against previous advance replacements.
  - c. RaySat Broadcasting will pay ground transportation for advance replacements and warranty repairs.
  - d. Partner and subscribers will pay ground transportation to return failed equipment to RaySat Broadcasting.

### E. Non-Warranty RMA

1. Partners and customers must obtain an RMA number after troubleshooting with RaySat Broadcasting Tech Support.
2. The time used for diagnostics and/or testing until the fault is located and accepted under warranty will be invoiced at RaySat Broadcasting's hourly rate.



3. Packing, shipping and insurance costs of warranty parts or modules that are shipped to RaySat Broadcasting Customer Service shall be paid in advance by the Partner or the subscriber.
4. The return shipment of parts or modules will be paid by RaySat Broadcasting.