



NEXUS SERVICE POLICIES

- 1) **Nexus Electronics provides nationwide service to all our resellers.**
 - A) **All service related issues, operational and technical questions are to be submitted to our Tech Support Department.**
 - B) **Tech Support can be reached at 800-645-8670 or by e mail at support@ctlcorp.com. Hours are 8-5 Monday thru Friday Pacific Time.**

- 2) **Nexus Electronics Return Policy**
 - A) **Nexus Electronics will only take back product that is DOA out of the box or cannot be repaired (e.g. defective panel).**
 - B) **Nexus Electronics will issue a credit to the reseller for the returned product at current panel pricing.**
 - C) **The reseller is responsible for the freight charges on returned product.**