



LUMISTAR TERMS & CONDITIONS FOR WARRANTY AND RETURNS

Effective Date: June 1, 2016

WARRANTY

Lumistar warrants its products to be free from defects related to materials and workmanship for a period of two-years from the date of shipment from our facility. This includes all CCA level products, entire chassis systems, firmware and software developed by Lumistar. In the circumstance where Lumistar provides a third party product (typically an ancillary CCA from a different manufacturer inside our chassis product), then the warranty of that non-Lumistar product will prevail. Our warranty extends past the original purchaser to the end user of the product. This warranty does not cover accidental or intentional misuse, operation, storage or transport outside their expected operating or storage environment, electrical overload, or similar conditions. Lumistar will be the sole decider of product abuse.

The warranty can be extended for up to 5 years at the time of order, and the cost is a function of the percentage of the purchase price and also whether it is a CCA type product or a System product.

RETURN PROCEDURES FOR WARRANTY OR NON-WARRANTY PRODUCTS

If the customer observes a situation where they believe the Lumistar product is not functioning correctly, we request that they first contact Lumistar Field Technical Support office at **(760) 431-2181 x115** or at returns@lumistar.net. In many cases we have found that the situation can be resolved in one or just a few phone calls without the need to return the equipment, saving costs and risks associated with shipment of goods. We will make every effort to resolve the issue on a case-by-case basis without the need for a return. We are proud of our World-class support.

All returns, whether in or out of warranty, should be sent round trip freight prepaid to our Carlsbad, California facility and must be accompanied by a Lumistar issued Return Material Authorization (RMA) number. In order to obtain an RMA number, please contact Lumistar Field Technical Support at **(760) 431-2181 x115** or at returns@lumistar.net. Our representative will send and request that you fill out and return the Lumistar RMA Information Form to returns@lumistar.net or fax to **760-431-2665**. We will assign an RMA number and return it to you.

Note: Please do not return any unit without an RMA number. No work can be authorized until an RMA number is issued. Please complete the "RMA Request Form"

All items returned to Lumistar under an RMA should be returned to:

**Lumistar, Inc.
Attention: Repairs Department
2270 Camino Vida Roble
Suite L
Carlsbad, CA 92011 USA
760-431-2181 x103**

Please insure the products are properly packaged to avoid any potential shipping damage. Circuit Card Assemblies (CCAs) must be packaged in static protective bags or containers. Whenever possible, please use the original shipping containers to reduce the risk of damage in shipment. This is especially important for chassis products. Please advise if the hard drive is not returning due to classification level. Please insure that the RMA number is clearly marked on the outside of the shipping container and a copy of the Lumistar RMA Information Form is inside the container. Please include within the shipment any of your own internal documentation referencing the technical issues/complaints and any reference information or numbers specific to your company. Lumistar will return all warranted repaired/replaced items using the same shipping mode as the customer.

**Lumistar, Inc.
Phone: 760-431-2181**

**2270 Camino Vida Roble
Suite L
www.lumistar.net**

**Carlsbad, CA 92010
FAX: 760-431-2665**

July 2014

Lumistar charges a non-refundable flat-rate evaluation fee of \$500 per CCA to evaluate any “out-of-warranty” PCI card. Products still under warranty are repaired at no cost to the customer unless the repair is deemed to be required due to abuse, accident, misapplication, neglect, alteration, mishandling, accidental damages, or repair by anyone other than Lumistar or its designated agent.

The evaluation fee is applied to the cost of repair. In most cases this evaluation fee will also cover all of the repair costs. If this is not the case, Lumistar will advise with a firm fixed price quote of any additional costs associated with the repair, as well as an anticipated return date. For all out-of-warranty repairs, the customer is required to issue a purchase order for the minimum charge (i.e. the Evaluation Fee) to cover all line items on the RMA. The customer is requested to deliver the Purchase Order to sales@lumistar.net or Fax to (760) 480-2665 at same time as the return of the product to Lumistar if possible, and in all cases prior to the return of repaired product to the customer. Lumistar will, where possible, repair the item and re-test it to the original factory specifications. We will always explain our cost and repair recommendations to you in detail prior to your decision to incur any additional repair costs. When returned, the original or extended warranty will remain in force as it was before the repair. If the card is not deemed “repairable”, we will discuss replacement options. If the unrepairable item is replaced with a new or like-kind product, Lumistar will retain possession of the replaced item.

For return delivery status: Please inquire at sales@lumistar.net or call Mr. Brandt Barsby at 760-431-2181 x116

EXTENDED WARRANTY

Lumistar pleased to offer extended warranties. Our general warranty extension package is listed in the table below and is generally quoted with the product. These prices apply to the warranty extension only when purchased prior to the expiration of the original warranty. Warranty extensions are offered after the expiration of the original warranty, however higher prices will apply. Please contact our Sales Department at (760) 431-2181 x108 or at sales@lumistar.net to discuss extended warranties.

CCA Products		System Products	
EWB-3 Years	5.0%	EWS-3 Years	7.0%
EWB-4 Years	7.5%	EWS-4 Years	9.5%
EWB-5 Years	9.0%	EWS-5 Years	11.0%