



## LUMISTAR TERMS & CONDITIONS FOR WARRANTY AND RETURNS

**Effective Date: May 1, 2018**

### 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) a function of the percentage of the purchase price and b) 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 as expected, we request that they first contact Lumistar Field Technical Support office at **(760) 431-2181 x115** or at [returns@lumistar.net](mailto: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 don't require a service contact for you to talk to us and we will make every effort to resolve the issue 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 cases where freight is not prepaid by the customer, we can arrange for the cost to be added to the invoice. In order to obtain an RMA number, please contact Lumistar Field Technical Support at **(760) 431-2181 x115** or at [returns@lumistar.net](mailto:returns@lumistar.net). Our representative will send and request that you fill out and return the Lumistar RMA Information Form to [returns@lumistar.net](mailto: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.

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. For modular and PCI components, Lumistar will charge a non-refundable flat-rate "evaluation & repair fee" for each item returned for repair. The fee is based upon a percentage of the current list price of the product. Please consult Lumistar for the repair cost at the time the RMA is requested.

For system level products, Lumistar charges a non-refundable flat-rate evaluation fee of \$2000 per unit for evaluation. The evaluation fee is applied to the cost of repair. In many cases this flat rate evaluation fee will also cover all of the repair costs. If the cost to repair exceeds \$2000, 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 to cover all line items on the RMA. The customer is requested to deliver the Purchase Order to [sales@lumistar.net](mailto: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 confirm acceptance to the original factory specifications. 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](mailto:sales@lumistar.net) or call Mr. Chris Ngo at 760-431-2181 x103 or [chris@lumistar.net](mailto:chris@lumistar.net)**

## **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 a warranty extension only when it is 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](mailto:sales@lumistar.net) to discuss extended warranties.

### **CCA**

#### **Products**

EWB-3 Years	5.0%
EWB-4 Years	7.5%
FWR-5 Years	9.0%

### **System**

#### **Products**

EWS-3 Years	7.0%
EWS-4 Years	9.5%
FWS-5 Years	11.0%