**LUMISTAR TERMS & CONDITIONS FOR WARRANTY AND RETURNS**

**Effective Date: JANUARY 2024**

**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 a customer directed product from a third-party manufacturer installed inside our chassis/system product), then the warranty of that 3rd party product will apply. 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 of abuse. Lumistar will be the sole decider of product abuse. The warranty for Lumistar products can be extended for up to five years at the time of order, and the cost is a) a portion of the percentage of the purchase price and b) whether it is a CCA type product or a System product. See to page 2 for more information on Extended Warranty.

**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**. 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 down-time and costs / risks associated with shipment of goods. At Lumistar, we don’t require a service contact for you to talk to us, you’ll get an experienced engineer on the first call, and we will make every effort to resolve the issue without the need for a return. We are proud of our World-class technical support.

All returns, whether in or out of warranty, shall be sent freight prepaid by customer 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 email: returns@lumistar.net. Our representative will require that you fill out and return the Lumistar **RMA Form** (see page 3 herein) to email: [**returns@lumistar.net**](mailto:returns@lumistar.net). We will assign an RMA number and return a completed RMA form to you. Lumistar will prepay return freight at the completion of the evaluation and repair cycle.

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

**Lumistar, Inc.**

**Attention: Repairs Department**

**3186 Lionshead Ave., Suite 100**

**Carlsbad CA 92010**

**January 2024**

For return, 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. For System products: Please advise if the hard drive is not returning due to classification level (*additional charges will apply*). Please insure that the RMA number is clearly marked on the outside of the shipping container and a copy of the Lumistar “**RMA Form**” is inside the container. Please include within the shipment any of your own company 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. Customer owned product returned for “Upgrades” will carry a new warranty for the upgraded portion of the product only. 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 to be returned. Please consult Lumistar for the evaluation and repair price at the time the RMA is requested. If the device is deemed to be “unrepairable”, additional fees may apply for a replacement product. For System level products, including the LS-28 Series, Lumistar charges a non-refundable flat-rate evaluation fee of $3,000 per unit for evaluation. The evaluation fee is applied to the cost of repair. In most cases this evaluation fee will usually cover all of the repair costs. But it is not possible ot know for sure until the evaluation is completed. If, in rare cases, the cost to repair exceeds $3,000, Lumistar will advise with a firm fixed price quote of any additional costs associated with the repair, as well as an anticipated return date. If the system is returned without a hard-drive due to “classification issues”, there will be an additional $500 fee.

**For out-of-warranty repairs, the customer is NOT required to issue a purchase order to cover all line items on the RMA.** **Lumistar prefers Credit Card orders for Repair fees**. If the customer’s own procedure requires a purchase order, we will accept it gladly and it can be sent to **sales@lumistar.net** at any time. In all cases at the time the return shipment of repaired product is being prepared, Lumistar will issue an Invoice to cover the charges. Lumistar will, where possible, repair the item and re-test it to confirm acceptance to the original factory specifications. When returned back to the customer, any remaining original or extended warranty will stay in force as it was before the repair. If the product is deemed “not repairable”, we will discuss any possible replacement options at the lowest cost to the customer. 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 see this link: [**https://lumi-star.com/delivery-information/**](https://lumi-star.com/delivery-information/)

**EXTENDED WARRANTY**

Lumistar pleased to offer extended warranties. Our standard warranty extension package is usually quoted with the original product order. 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** to discuss extended warranties.

January 2024

**RETURN MATERIAL AUTHORIZATION FORM**

**INSTRUCTIONS:** Please complete this form after contact with the Lumistar Applications Engineering Support team has determined that your product must be returned to the factory for evaluation and repair.

See pgs. 1 & 2 for Warranty / Returns Policy. Please email the completed form to [**RETURNS@LUMISTAR.NET**](mailto:RETURNS@LUMISTAR.NET)

For questions, please [sales@lumistar.net](mailto:sales@lumistar.net) We will reply with the Lumistar assigned “RMA number”. ***Please do not return equipment until an RMA number has been assigned.***

COMPANY NAME

CONTACT NAME

EMAIL

PHONE

MODEL NUMBER

QUANTITY

FULL SERIAL #s

RMA NUMBER

DESCRIPTION

OF PROBLEM

RETURN SHIPPING

ADDRESS

CHASSIS HD

If chassis return, is hard drive returning? Yes or No?:

**FOR LUMISTAR USE ONLY-------RMA NUMBER: WARRANTY (Y or N?):**

For inquiries regarding the status of the repair, please see: <https://lumi-star.com/delivery-information/>

Lumistar Inc. 3186 Lionshead Ave., Suite 100, Carlsbad, CA 92010

January 2024