



LUMISTAR TERMS & CONDITIONS FOR WARRANTY AND RETURNS

Effective Date: September 1, 2020

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 system product), then the warranty of that 3rd party 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 for Lumistar products can be extended for up to five 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. 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 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 repair invoice. 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** or fax to **760-431-2665**. We will assign an RMA number and return a completed RMA form to you.

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



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 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. Please consult Lumistar for the repair cost 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, Lumistar charges a non-refundable flat-rate evaluation fee of \$2,500 per unit for evaluation. 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 the cost to repair exceeds \$2,500, 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 \$400 fee.

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 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 shipment 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 back to the customer, the original or extended warranty will remain in force as it was before the repair. If the product 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 see this link: <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.



RETURN MATERIAL AUTHORIZATION FORM

[Click here for RMA Form \(docx format\)](#)

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. For questions, please contact Lumistar Support at 760-431-2181 x115. 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:

SERIAL #s:

COMPANY NAME:

DESCRIPTION OF PROBLEM:

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

FOR LUMISTAR USE ONLY-----RMA NUMBER:	WARRANTY (Y or N?):
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For inquiries regarding the status of the repair, please see: <https://lumi-star.com/delivery-information/>