

TELEMETRY SOLUTIONS SERVICE WORK AGREEMENT

All service work such as refurbishment or battery replacement retains its original manufacturer warranty. The warranty is not restarted or extended after a collar is refurbished.

Payment Terms

The payment term of all service requests is full payment at shipment, and unless otherwise agreed to in writing by TELEMETRY SOLUTIONS, payment must be received by TELEMETRY SOLUTIONS before TELEMETRY SOLUTIONS' acceptance of an order. Unless otherwise agreed, invoices will be sent electronically. **Payments in currency other than U.S. dollars are not acceptable.** In case payment by you is late, TELEMETRY SOLUTIONS will not accommodate your deadline. TELEMETRY SOLUTIONS reserves the right to not accept your order if the payment for your previous purchase was late. TELEMETRY SOLUTIONS highly recommends that you remit the payment by wire transfer. If you decide to pay by check, please make it payable to TELEMETRY SOLUTIONS, Inc. You will be fully responsible in case of lost, damaged, delayed mail under any circumstances.

Bank Surcharges

Any surcharges required to wire transfer payment to TELEMETRY SOLUTIONS shall be your cost. The amount TELEMETRY SOLUTIONS receives from you must be equal to the invoice amount. TELEMETRY SOLUTIONS reserves the right to collect balance payment from you in case the payment received was inadequate.

Duties/Taxes

Unless otherwise indicated on the invoice, you are responsible for paying all duties and taxes associated with your order.

Ship Date

The order shall ship 6 - 8 weeks after receipt of order with complete details and required payment. TELEMETRY SOLUTIONS customer support will notify the shipping date as soon as it becomes available.

Shipping and Risk

Delivery Term of the order is "Cost and Freight". TELEMETRY SOLUTIONS shall not be responsible for any damage or loss during order shipment. TELEMETRY

SOLUTIONS will not ship the order to PO box or use US postal service to ship your order. Loss or damage that occurs during shipping by a carrier used by you is your responsibility. Shipping dates are estimates. You must notify TELEMETRY SOLUTIONS of damaged or missing items from your order within seven (7) calendar days after you receive your product

Order Cancellation and Refund Policy

All orders are customized and final. TELEMETRY SOLUTIONS reserves the right to determine the cancellation fees and/or amount of the payment for the cancelled order. Returning your products to TELEMETRY SOLUTIONS is not a guarantee of service. Every product returned is tested and examined to replicate the error and diagnose the issue prior to repair. There will be occasions when the damage to a collar is too great to repair and a replacement will be recommended.

Different problems require a varying length of repair and service and therefore TELEMETRY SOLUTIONS cannot guarantee a turnaround time. Please be patient as your product goes through the service process. It is a priority to us to return your product as soon as possible in full working order.

TELEMETRY SOLUTIONS assumes responsibility of your products from the moment they are received until the moment they are shipped. As a courtesy, TELEMETRY SOLUTIONS will assist in the resolution of any transportation issue that may arise as best as possible with or without fees.

IMPORTANT!

Before returning the products,

1. Contact TELEMETRY SOLUTIONS customer support and request for a Service Request and have a quote created for the service work.
2. Make sure the magnets are in place and your GPS is turned off.
3. If you clear your calendar please email us a copy of the original tsc file or a detailed description of the programming.
4. Please clean and sterilize your collars prior to shipping them to us. Collars returned to us that are not cleaned will be subject to a cleaning fee equal to one hour of shop time per hour necessary to clean.
5. Failure to waterproof your equipment will void your warranty.
6. Each package should contain the products in need of repair, a copy of this form and any relevant supporting materials that may help us quickly identify the problem.

For international customer

Please prepare shipping document as follows to avoid unnecessary tax duties:

1. Do not enter purchased price in declared value.

2. Make sure to state that the commodities are being returned to the manufacturer for service so that it appears on the shipping label and all other shipping documents.

* In case tax duties incur for international shipment due to failure of following the steps above, TELEMETRY SOLUTIONS has the right to bill the same amount to you.

Service work does not cover

- All accessories such as: Antenna, VHF receiver, PDA, or computer; which is provided as is under original manufacturer's warranty.
- All software, including the operating system and software added at the customer's request
- All accessories such as; Epoxy, USB Cables, RTV, USB plugs, CD-ROM, screws, bolts, nuts which are ancillary.
- Damage caused by actions that are beyond Telemetry Solutions' control, such as: impacts, liquids, fire, rain, lightning or other disasters such as: nuclear war, epidemic, alien occupation, or armed insurrection.
- Product that has been damaged through misuse, abuse or mishandling, including the unauthorized modification of the system as a whole or any individual component and/or the attachment of peripheral devices.
- Product for which TELEMETRY SOLUTIONS has not received full payment.

TELEMETRY SOLUTIONS DOES NOT MAKE AND HEREBY DISCLAIM ANY WARRANTY IN RESPECT OF THE PRODUCTS OTHER THAN AS PROVIDED ABOVE IN THIS ARTICLE, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE

Shipping Cost for Service Work

Shipping to return products that need service work will be at your cost. You are responsible for following instructions provided by TELEMETRY SOLUTIONS prior to returning the equipment. In case you did not follow the instructions and tax duties for international shipments incur, TELEMETRY SOLUTIONS has the right to bill the same amount to you. You will be responsible for the entire shipping cost to return the serviced products to you.

For any return policy questions, please contact your customer service team at support@telemetrysolutions.com or call 925-798-1942.

Telemetry Solutions, Inc.
5051 Commercial Circle, Suite A
Concord, CA 94520 U.S.A.
Phone: 925-798-1942