

Pole/Zero Warranty & Repair Policy

Warranty:

a) New Products: Pole/Zero covenants and agrees that new items delivered under this order shall be free from defect in material and workmanship at the time of delivery. Pole/Zero will, at its option, repair, correct or replace, ex works, Pole/Zero's facility, any item which proves to be defective, provided that Pole/Zero is given written notice of any such defect no later than one (1) year after delivery by Pole/Zero. Pole/Zero may, at its option, participate in the defect investigation of the item at the installation site and repair, correct or replace the defective item at such site or at its designated facility. Repair, correction or replacement in the manner provided above shall constitute fulfillment of all Pole/Zero's obligations under this warranty. This warranty shall not apply to design or to any equipment or parts which have been subjected to accident, misuse or unauthorized alteration, to normal wear (which includes components with innate limited life) or to defects caused by not complying with Pole/Zero's installation and service requirements (if the failed equipment or parts were not installed by Pole/Zero). This warranty shall apply to and include correction of technical data pertinent to defective items to the extent delineated hereinabove, but in no event to computer software.

THE AFOREGOING COVENANTS ARE EXCLUSIVE AND ARE IN LIEU OF ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR PURPOSE OR OTHER WARRANTY OF QUALITY, WHETHER EXPRESS, STATUTORY OR IMPLIED. IN NO EVENT SHALL POLE/ZERO BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

b) Repaired Products: Repairs, for which the customer has paid a fee, will be warranted for a period of 90 days from shipment date. Warranty for paid repairs are exclusively limited to repaired or replaced material and/or workmanship specific to the repairs performed, and does not extend the warranty of the repaired unit. With the exception of warranty period and specific coverage as defined in this paragraph, all other warranty terms shall apply as defined in section a.

Repair Charges:

Our Test and Evaluation Department utilizes a uniform evaluation charge based on the complexity of the item in order to complete a repair estimate. The evaluation charges for our various product series are as follows:

Micro-Pole filter	US\$105
Mini-Pole filter	US\$210
Maxi-Pole filter	US\$330
Power-Pole filter	US\$490

A Purchase Order needs to be issued to reflect the appropriate amount, before an RMA number will be issued and repairs started. An estimate to complete the repair of the filter (if additional time is required) will be provided at the conclusion of the evaluation effort. While it is possible that the filter may be repaired during that evaluation, it is also possible that it may be deemed 'un-repairable' based on its condition.