

## **SCS Limited Warranty Statement**

### **SCS Limited Warranty**

**SCS** products are warranted for two years (24 months) from the date of sale to be free of defects in materials and workmanship. The **SCS** warranty covers a unit that has failed in use during normal operation conforming to the installation guidelines set fourth by **SCS** and authorized dealers.

If a unit has failed within the warranty period, a customer is to contact the dealer from whom the unit was purchased for technical support. Contact should be via phone, fax or email and include a detailed description of the failure. The dealer will, at their discretion, require the unit be returned to the dealer's location for evaluation or the dealer may send an advance replacement unit complete or an exchange PCB for the customer to exchange on site.

The **SCS** warranty is an "at the factory" warranty meaning that there is not an allowance for warranty labour reimbursement for field service by a dealer or a dealer's technical service on the bench. **SCS** will ship replacement parts to a dealer using the cheapest airfreight method. If a customer's limited time frame is such that a shipping method faster than this is required, the dealer or customer will be billed the difference in shipping cost for the faster shipping method. The customer is responsible for freight and insurance costs to return a defective unit for repair or return a defective PCB / exchanged unit if an advance replacement has been provided.

This warranty applies only to products in normal use. It does not apply to units or circuit boards defective due to improper installation, physical damage, tampering, lightning or other electrical discharge or any form of water intrusion / water damage from fresh or salt water. Any unit with an altered serial number will be returned without being repaired.

The foregoing are the only warranties expressed or implied. No other warranties exist. **SCS** and assumes no responsibility for any consequential losses or damages of any nature with respect to any products or services sold, rendered or delivered.

### **SCS Non-Warranty and Repair Policy**

**SCS** products are warranted for two years (24 months) from the date of sale. When a unit fails after the warranty period, the unit is eligible for a non-warranty repair at a flat fee. Repair charges are based upon the anniversary date of the sale printed on the invoice from **SCS** or an authorized **SCS** dealer. The date of sale may also be verified with a credit card receipt in conjunction with the purchase invoice.

### **Repair Charge Schedule**

25th to 36th month	15% of published list price at time of purchase
37th to 48th month	25% of published list price at time of purchase
49th to 60th month	40% of published list price at time of purchase
61st + months	60% of published list price at time of purchase

Charges are based upon a unit's ability to be repaired subject to parts availability and condition of the unit being repaired. The non-warranty repair policy applies only to products in normal use. Charges for a non-warranty repair may exceed the Repair Charge Schedule in cases where a unit is extremely damaged. The Repair Charge Schedule does not apply to units or circuit boards defective due to improper installation, physical damage, tampering, lightning or other electrical discharge, unauthorized field repair or any form of water intrusion or water damage from fresh or salt water. Any unit with an altered or missing serial number may be returned without being repaired. All repairs and associated charges are to be authorized by the customer prior to repair. Repairs are subject to the discretion of **SCS** and authorized **SCS** dealers.

## Shipping

The customer is responsible for freight and insurance costs to return a unit for repair. **SCS** will return ship using the cheapest airfreight service unless specified otherwise by the customer. Shipping is invoiced at a cost plus basis.

## Return Instructions

Send repairs to the following address:

**SCS** GmbH & Co. KG  
Martin Clas  
Kreuzbergstrasse 24  
63477 Maintal  
Germany

If you send from **external the EU**, please indicate the German word "**RUECKWARE**" good readable on the package and attach a printed document stating:

**"Defect electronic equipment for repair or recycle, no commercial value."**

**!! Do not express any value on any shipping document !!**

Attach a detailed description of the problems you have and/or attach printouts of emails exchanged with **SCS**.

Please clearly state where the modem shall be sent back after repair and which method shall be used (Courier or postal airfreight service). Courier is much more expensive but fast and good trackable. Postal airfreight service has limited traceability and, depending on destination the travelling time can be unpredictable.

Please provide us with credit-card information (MASTER or VISA) from where we can bill the repair and shipping charges.

We need the card-number, the expiry date and the CVC/CVV.

The CVC/CVV is a three digit number found to the right of the card number on the signature area on the back of the card, which adds further security to the transaction. Please note that the CVC/CVV is NOT the card's pin code! Without the CVC/CVV we are not able to process the payment.

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### Bankverbindung /

**Bank Account:** Postbank Frankfurt  
**IBAN:** DE25 5001 0060 0555 8366 00  
**BIC / SWIFT:** PBNKDEFF

### Amtsgericht Hanau: HRA 5579

**Steuernummer / Tax-No.:** 022 369 00364  
**USt-IdNr. / VAT-Reg. No.:** DE2118002556  
**Gläubiger-ID / Creditor Identifier:**

### Komplementärin / Ordinary Partner:

SCS Beteiligung u. Verwaltung GmbH  
**Amtsgericht Hanau:** HRB 7019  
**Geschäftsführer / CEO:** Dr. Thomas Rink