

Exchanges, Returns & Warranty Information

EQUIPMENT EXCHANGES & RETURNS

Energy Instrumentation Solutions (EIS) understands that our customers may need to return or exchange equipment they have ordered and received. EIS will try to accommodate our customers' needs subject to equipment availability.

EQUIPMENT EXCHANGES:

If a customer needs to exchange equipment, EIS will ship the replacement equipment upon receiving the returned equipment.

- 1) All equipment exchanges must be approved and authorized by EIS sales staff prior to equipment being returned.
- 2) Special-order sensors (items not stocked by EIS cannot be exchanged for other products for any reason.
- 3) A credit will be issued for the returned equipment – less damages if any – and applied toward the purchase of the replacement equipment.
- 4) Customer will receive a new invoice that reflects the credit for equipment being returned as well as the purchase price of the replacement equipment. The original invoice and this new invoice must be paid Net 30 Days.
- 5) Customer is responsible for all shipping costs associated with equipment exchanges.

EQUIPMENT RETURNS:

Customers wanting to return ordered equipment may do so under the following conditions:

- 1) The equipment is unused and undamaged.
- 2) Requests for returns must occur within 30 days from the date of purchase.
- 3) Customer must receive a Return Material Authorization (RMA) number from Energy Instrumentation Solutions's sales staff prior to returning any equipment.
- 4) Returned equipment must be received within 30 days of the RMA being issued. Equipment delivered after the 30 days will not be accepted.

- 5) A 20% restocking fee will be assessed against all returned equipment.
- 6) Special-order sensors (items not stocked by EIS) are not returnable unless a warranty issue is involved.
- 7) Customer is responsible for all shipping costs associated with equipment returns.

PRODUCT WARRANTIES:

All products sold by EIS are warranted for 90 days or the extent of the manufacturer's warranty, whichever is longer. Onset Computer Corporation warrants to the original end-user Purchaser for a period of **one year** from the date of original purchase that the HOB0 product(s) purchased will be free from defect in material and workmanship. Other manufactures may offer similar warranties; check with the individual manufacturer for complete details.

EIS's limited warranty does not cover any losses or damages resulting from shipment to or from Customer, or from improper installation, environment or abuse, or from any modifications, adjustments or repair by unauthorized personnel, nor does this warranty cover a product subjected to misuse or accidental damage. EIS shall be held harmless for any injury or property damage whatsoever resulting from the misuse, misapplication, or illegal use of the products sold from the datalogger.com site.

Except as set forth and except as to title, there are no warranties, expressed or implied, or any affirmations of fact or promises by the Energy Instrumentation Solutions division of the Architectural Energy Corporation with reference to the products or their merchantability or fitness for any particular purpose. In no event shall EIS be liable for lost data, lost profits, goodwill or any other special or consequential damages.