



FAXBACK: 1-800-963-0431

Advanced Warranty Replacement (AWR)

AWR is an industry-leading warranty replacement service that is offered to eligible clients of Mendax Microsystems Inc. AWR covers Mendax Products (limits apply) purchased from Mendax authorized resellers or directly from Mendax.com. AWR allows Mendax to immediately ship replacement Products or parts to eligible clients before they return the Product or part for warranty service. Clients get authorization for replacement Products or parts by Mendax technical support.

Advanced Warranty Replacement is an incremental benefit extended to Mendax Microsystems' clients. AWR program is subject to restrictions. **Limits:** AWR for new (client less than 1 year) Mendax Clients is limited to 1 Product or spare part per order and a maximum of 2 total outstanding Products or spare parts. AWR for existing (client more than 1 year) Mendax Clients is limited to 4 Products or spare parts per order and a maximum of 8 total outstanding Products or spare parts. Different limits may apply in some geographical areas. Limits are applied to ensure the benefit is available to all eligible Mendax clients and avoid Product or part shortage. Standard Warranty Replacement (SWR) is recommended for clients that need replacement for more than the allowed limits or for non-mission-critical situations. Neither Advanced Warranty Replacement nor Standard Warranty Replacement change the terms of Mendax's limited product warranty. Mendax reserve the right to add to and/or change the AWR terms and conditions at any time. Further, Mendax reserves the right to deny AWR support for any request that does not meet the AWR requirements, to clients whose account is not in good standing or is past due and may discontinue the AWR service with prior notice to participants. **No fault found:** In the event that no fault is found in a returned product, Mendax will charge the customer for all shipping charges related to the AWR. **Returns:** Defective AWR products must be returned to Mendax within 15 days of the time the client receives the replacement product or part. Failure to return the product or spare part on time will result in a charge on your account of the actual cost of the product or spare part. Products received after 15 days and before 30 days of the date which the client has received the replacement product or spare part will be credited to the client less 15% (fifteen percent) administrative charge. All products or spare parts received after 30 days of the date which the client has received the replacement product or spare part will be refused and returned to the client.

Clients are not automatically enrolled in the Mendax AWR program. Applying to the AWR only take a few minutes and can save you hours and even days. Please take the time to enroll in the Mendax AWR program right now rather than to leave it on a day that where you will need to make use of this program. It is FREE to all Mendax clients.

Company or organization name: _____

Person in Charge or returns: _____

Complete Ship to Address: _____

Telephone Number: _____

I, _____, have read and understood every aspect of this warranty program and hereby agree to its terms and conditions..

Authorized Signature for Company or Organization
(Must be the same person as mentioned above)

Today's Date (AWR is valid for 3 years)

82 Margaret Street, Suite 132 ? Plattsburgh, New York 12901 ? 800-963-6329