

SKYWATCH

Vehicle Tracking System GPS

RETURN MATERIAL AUTHORIZATION (RMA) REPAIR CENTER POLICIES
Updated August 2007

IN-WARRANTY POLICIES

Other than the testing charge set forth below, no charges will be assessed for in-warranty repairs, provided that such repair is not due to misuse or improper installation. If unit is found defective, the unit will be repaired or replaced with a re-furnished unit, at the Repair Center's option. Repaired units will be warranted for a period of six months from the date of repair, or for the remainder of the existing warranty term, whichever is longer. Please note: Shipment charges for returns to the Repair Center are the responsibility of the returnee. Shipment charges to the returnee are the responsibility of the Repair Center.

If damage is found due to improper installation or use and is repairable, in the Repair Center's opinion, the unit will be repaired at a US \$50 charge and warranted for six months. If the unit is determined by the Repair Center to be Beyond Economical Repair (BER), the unit will be scrapped or returned un-repaired, at your option.

If a product is returned for repair and no defect is found, whether in warranty or not, a testing charge of US \$50 will apply and all shipping charges will be the responsibility of the returnee.

OUT OF WARRANTY POLICIES

Defective units that are out of warranty and repairable will be repaired at a charge of US \$50 (plus fees) for necessary parts and warranted for six months. You may obtain an estimate on a repair once the Repair Center has inspected the returned units.

All units or equipment returned out of warranty and determined by the Repair Center to be beyond economical repair (BER) will either be scrapped or returned un-repaired at your option and expense.

IMPORTANT – PLEASE READ

Return of any item requires a Return Material Authorization (RMA) number. All RMAs must be pre authorized by SKYWATCH GPS. Please contact us using the information below to receive the RMA number:

Toll free: 800-501-5200

Fax: 888-677-5192

Email: rma@skywatchgps.com

Items received without RMA numbers cannot be credited to any account and will be returned to sender. Please note: RMA numbers must be clearly listed on the boxes in bold print or they will be refused

RMA REPAIR CENTER ADDRESS

Numerex Airdesk Division

Attention: Dale Heppner

37 Bonair Drive

Warminster, PA 18974

The company will not accept deliveries of any return at any address other than that stated for the Repair Center.

STOCK RETURN POLICY

STOCK RETURNS WILL NOT BE ACCEPTED and the carrier will be advised that we will not accept delivery.