

LIMITED WARRANTY, ORDER CANCELLATION, SERVICE, AND RETURN POLICY

DISCLAIMER

DIRECTION FINDER INSTALLATION REQUIRES SPECIAL SKILLS AND TEST EQUIPMENT. RHOTHETA'S LIMITED WARRANTY IS VALID ONLY FOR EQUIPMENT INSTALLED PROPERLY. IT IS THE CUSTOMER'S RESPONSIBILITY TO VERIFY PROPER INSTALLATION OF ANY PRODUCT PURCHASED FROM RHOTHETA INTERNATIONAL INC ("RHI"). RF INTERFERENCE, INTERMODULATION, AND/OR BAD ANTENNA PLACEMENT CAN DEGRADE DF'S ACCURACY AND SENSITIVITY. RHOTHETA ASSUMES NO RESPONSIBILITY FOR EXTERNAL OR OWN-SHIP INTERFERENCE. CONTACT RHOTHETA FOR ASSISTANCE.

DISCLAIMER

This policy extends only to products purchased directly by the customer ("customer") from RHI or an RHI Authorized Partner, which includes RHI Dealers, Distributors, or authorized entities.

ORDER CANCELLATION

Unless otherwise agreed between RHI and the Purchaser, cancellation charges shall apply to all RHI Sales Orders.

Cancellation charges are determined at cancellation date by the number of weeks remaining before the Confirmed Delivery Date, and calculated as a percentage of the order value:

- 5 to 4 weeks prior: 10%
- 4 to 3 weeks prior: 15%
- 3 to 2 weeks prior: 25%
- 2 to 1 weeks prior: 30%
- 1 week prior: 50%
- Up to one day prior: 80%
- On delivery date: 95%

RETURNING A PRODUCT

All products returned to RHI require a Return Material Authorization (RMA) number. The RMA number is obtained from the RHI Service Department. The RMA number must be clearly marked on the outside of each box. The RMA is valid for a 30-day period. After the 30-day period if not used the RMA will be void. Any shipments received not consistent with the RMA, or after the RMA is void, will be refused. RHI is not responsible for products returned without a valid RMA number.

DAMAGED SHIPMENTS MUST BE REPORTED TO DELIVERY CARRIER IMMEDIATELY!

LIMITED WARRANTY



RHI warrants its products to be free of defects in material and workmanship under normal use for two (2) years from the date of shipping.

RHI is not liable for any damages caused by its products or for the failure of its products to perform. This includes any lost profits, lost savings, incidental damages, or consequential damages. RHI is not liable for any claim made by a third party or by an RHI Authorized Partner for a third party.

This Limited Warranty does not apply to:

- A product that has been modified, altered or repaired by an unauthorized agent or improperly transported, stored, installed, used, or maintained;
- Damage caused by acts of nature, including flood, erosion, or earthquake;
- Damage caused by a sustained low or high voltage situation or by a low or high voltage disturbance, including brownouts, sags, spikes, or power outages; or
- Damage caused by war, vandalism, theft, depletion, or obsolescence.

This limitation of liability applies whether damages are sought, or a claim is made, under this warranty or as a tort claim (including negligence and strict product liability), a contract claim, or any other claim. This limitation of liability cannot be waived or amended by any person. This limitation of liability will be effective even if RHI or an authorized representative of RHI has been advised of the possibility of any such damages. This limitation of liability, however, will not apply to claims for personal injury.

Some states do not allow a limitation of how long an implied warranty last. Some states do not allow the limitation or exclusion of incidental or consequential damages for consumer products.

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In such states, the limitation or exclusion of the Limited Warranty may not apply. This Limited Warranty gives the owner specific legal rights. The owner may also have other rights that vary from state to state. The owner is advised to consult applicable state laws for full determination of rights.

EXCEPT AS EXPRESSLY SET FORTH IN THIS WARRANTY, RHI MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. RHI EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED TO THE TERMS OF THIS LIMITED WARRANTY. EXCEPT AS OTHERWISE LIMITED BY APPLICABLE LAW, RHI RESERVES THE RIGHT TO MODIFY OR DISCONTINUE DESIGNS, SPECIFICATIONS, WARRANTIES, PRICES, AND POLICIES WITHOUT NOTICE.

WARRANTY REPAIR

Defective products – products that have failed to perform – will be either repaired or replaced, at RHI's discretion.

The customer is required to contact RHI Technical Support to validate the failure before pursuing this service.

Warranty repairs require an RMA number. The customer needs to contact RHI Technical Support to request an RMA number. See RETURNING A PRODUCT for more details.

Upon incoming inspection, products that exhibit signs of damage or unauthorized use will be processed under the NON-WARRANTY REPAIR POLICY.

RHI will repair any defect due to material or workmanship issues during the applicable warranty period at no cost to the customer.

The customer is responsible for in-bound freight and RHI is responsible for out-bound freight. Shipping is not refundable.

RHI will complete the repair and ship the product within three (3) business days after receipt of the product by RHI. The customer will be notified if repair cannot be completed within three (3) business days.

RHI will continue to provide Warranty Repair Services for products discontinued or replaced by a Product Discontinuance Notice.



Products repaired under this policy will carry a 180-day warranty or the balance of the remaining warranty, whichever is greater.

NON-WARRANTY REPAIR

Products that do not qualify to be repaired under the Warranty Repair Policy due to age of the product or Condition of the product may be repaired utilizing this service.

Non-warranty repairs require an RMA number. The customer needs to contact RHI Technical Support to request an RMA number. See RETURNING A PRODUCT for more details.

RHI will complete the repair and ship the product within three (3) business days after receipt of the product by RHI. The customer will be notified if repair cannot be completed within three (3) business days.

Non-warranty repair is a billable service.

RHI will notify the customer with the cost of repair, if cost is greater than the Standard Repair Fee, within three (3) days of receipt.

The customer must provide a Purchase Order within five (5) days of notification, or the product will be returned to the customer.

The RHI Authorized Partner will be responsible for in-bound and out-bound freight expenses.

Products will be repaired within three (3) business days after customer approval is obtained.

Non-repairable products will be returned to the customer with an explanation.



Products repaired under this policy will carry a 180-day warranty on material and labor.

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UPGRADE & OVERHAUL SERVICE

RHI will upgrade or overhaul a product in accordance with an RHI's offer and a customer Purchase Order ("P.O.").


The customer is responsible for in-bound and out-bound freight expenses.

Upgrade and overhaul services require an RMA number. The customer needs to contact RHI Technical Support to request an RMA number. See RETURNING A PRODUCT for more details.

RHI will complete the upgrade or overhaul and ship the product within three (3) business days after customer approval is obtained. The customer will be notified if the upgrade or overhaul cannot be completed within three (3) business days.

Products that exhibit signs of damage or unauthorized use will be processed under the NON-WARRANTY REPAIR POLICY.

Upgrade and overhaul are billable services.

 Products upgraded or overhauled under this policy will carry a 2-year warranty.

ADVANCE REPLACEMENT (EXCHANGE)

If a product failed to perform during the first three (3) months of the warranty term RHI will provide Advance Replacement (Exchange) to prime customers ("prime customer") which have been processed and accredited as such by RHI.

The prime customer must contact RHI Technical Support to validate the failure and request this service. This service is subject to product availability.

Advance replacement requires an RMA number for the defective product. The customer needs to contact RHI Technical Support to request an RMA number. See RETURNING A PRODUCT for more details.

To help maintain RHI records, a Purchase Order may be required from the prime customer. The prime customer will be invoiced only for the price of the Advance Replacement (Exchange). RHI will pay for the default freight charges. Should the prime customer need to use a different shipment method, the prime customer will pay the difference.

To be eligible for credit, the prime customer must return the defective product within thirty (30) days of issuance of the RMA, or within fifteen (15) days of receiving the exchange unit.

Credit will be applied to prime customer account for up to the original purchase price within fifteen (15) business days after receipt and verification of the defective product. The actual amount of credit will be subject to the condition of the product returned.

RHI will continue to provide Advance Replacement (Exchange) support, per the abovementioned guidelines, for products that have been discontinued or replaced via a Product Discontinuance Notice. It will be at RHI' sole discretion if a replacement product or the original product will be used as the Exchange unit.

RETURN OF PRODUCTS FOR CREDIT

During the first two (2) months of the warranty period, RHI allows customers to return products - purchased from RHI or an RHI authorized entity - for credit. Restocking and service fees may apply. Obsolete, Special-Order, Customized or Modified products are not eligible for credit.

Product returned less than one (1) month after purchase will be credited at a maximum of: 90% of the original purchase price if original package has not been opened, 75% if original package has been opened, 50% if product has been installed.

Product returned between one (1) month and two (2) months after purchase will be credited at a maximum of: 75% of the original purchase price if original package has not been opened, 60% if original package has been opened, 45% if product has been installed.

Credit will be applied to the customer account within fifteen (15) business days after receipt and verification of the returned product. The actual amount of credit will depend on the following factors:

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| a) Product package has not been opened | d) Physical condition of the product returned |
| b) Product has not been installed | e) All accessories and components are returned |
| c) Product is returned in its original package | |

RHI reserves the right to disallow any returns of product for credit after the issuance of an RHI Product Discontinuance Notice