



MERIDIAN TECHNOLOGIES, INC. REPAIR AND WARRANTY POLICY

Meridian Technologies, Inc. warrants its products against manufacturing defects in materials and workmanship starting from their date of shipping from Meridian Technologies, Inc.'s manufacturing facilities for a period of time as indicated below. The warranty period varies based on their product family categories.

- Digital Fiber-Optic families of products have a warranty period of 7 years,
- DigiNet™ family of products has a warranty period of 2 years,
- Analog systems, including IM and FM products have a warranty period of 2 years,
- SFP modules have a warranty period of 2 years,
- Power supplies and adapters have a warranty period of 2 years,
- Cables, Fiber Optic Patch Cords have a warranty period of 1 year.

Warranty terms & Conditions: The following shall apply only to failures that meet the warranty requirements from the date of shipping:

1. The product warranties mentioned above are only to the "Original Customer" and conform to Meridian Technologies, Inc.'s published technical specifications. In the event of a products' discontinuance, the warranty support is limited to one (1) years from the announcement of discontinuance or from the original warranty purchase date, whichever comes first.
2. If the products are under warranty, according to Meridian's policy, Labor will be free. All shipping, custom's cost, and parts replaced - if required, are not included in Meridian's warranty policy.
3. Any products sent back to Meridian, warranty and non-warranty units, just for inspection, testing, & cleaning will be charged a minimum base fee. This action request is not included in Meridian's warranty policy. Kindly request a quote before shipping back units for this request
4. The warranties and remedies are conditioned upon (a) proper: storage, installation, use, maintenance, and conformance with any applicable recommendations of Meridian Technologies, Inc. and (b) the Customer promptly notifies Meridian Technologies, Inc. of any non-working product in writing **before the warranty expires** using Meridian's **RMA Form which is required** and promptly returning the non-working product within the warranty's time together with the non-working product's PO and serial number.

5. Any defects or damage that is caused by an Act of God (e.g., lightening, hurricane, war, etc.), neglect, misuse or abnormal conditions of operating or handling, including over-voltage failures caused by use outside of the products specifications, rating, or normal wear and tear of mechanical components, are excluded from this warranty. If the user is unsure about the proper means of installing or using the equipment, contact Meridian Technologies, Inc. for free technical support services.
6. If any non-working product meets the warranties requirements, Meridian Technologies, Inc. will correct any such failure free of charge by either: (i) repairing the non-working or damaged product, or (ii) by making available a replacement product. Any repaired, replacement product shall be warranted for the remaining period of the original Warranty Period.
7. The customer must pay for the non-working product(s) return transportation cost to Meridian Technologies, Inc. for evaluation of said product(s) for repair or replacement. The customer will pay for the shipping of the repaired or replaced in-warranty product(s) back to the customer. After one (1) year of shipping date, customs charges, tariffs, or/and taxes will be the customer's responsibility.
8. Before making any non-warranty repair, Meridian Technologies, Inc. will inspect the non-working product. If the non-working product is repairable, a PO for Repair will be sent to the customer for authorization. No repairs will be made without the authorization of the customer. If no authorization is obtained or the product is deemed not repairable, the product can be returned to the customer at the customer's expense. The Non-warranted products that are repaired by Meridian Technologies, Inc. for a fee will carry a 180-day limited warranty. All warranty claims are subject to the restrictions and conventions set forth by this document.
9. This warranty is your only remedy. There is no implied or Statutory Warranty of Merchantability or Fitness for a Particular Purpose that will apply to Meridian's products. Meridian Technologies, Inc. is not liable for any special, indirect, incidental or consequential damage or loss, including loss of data, arising from any cause or theory and Meridian does not warrant any products or services of other companies and their products.