



Dylix Corporation Limited Warranty, Return and Repair Policy

LIMITED WARRANTY: Dylix Corporation warrants its products to the original customer/purchaser against defects in materials and workmanship for a period of one year from the date of sale by Dylix, as shown in its shipping documents, subject to the following terms and conditions: Without charge, Dylix will repair or replace products found to be defective in materials or workmanship within the warranty period provided that:

1. The product has not been subjected to abuse neglect, accident, incorrect wiring, improper installation or servicing, or use in violation of instructions furnished by Dylix.
2. As to any prior defect in materials or workmanship covered by this warranty, the product has not been repaired or altered by anyone except Dylix.
3. The Serial Number has not been removed, defaced, or otherwise changed.
4. Examination discloses, in the sole judgment of Dylix, a defect in materials or workmanship which developed under normal installation, use, and service.
5. Dylix is notified in advance of, and approves, the return; and the products are returned to Dylix transportation prepaid.

THIS WARRANTY IS EXPRESSLY LIMITED TO THE REPAIR OR REPLACEMENT OF DYLIX PRODUCTS ONLY. THIS WARRANTY IS THE ONLY WARRANTY AND IS IN LIEU OF ANY OTHER WARRANTY EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS.

NO REPRESENTATIVE OR PERSON IS AUTHORIZED TO GIVE ANY OTHER WARRANTY OR TO ASSUME FOR DYLIX ANY OTHER LIABILITY IN CONNECTION WITH THE SALE OF ITS PRODUCTS. DYLIX DOES NOT ASSUME THE COSTS OF REMOVAL AND/OR INSTALLATION OF THE PRODUCT OR ANY OTHER INCIDENTAL COSTS WHICH MAY ARISE AS A RESULT OF ANY DEFECT IN MATERIALS OR WORKMANSHIP, NOR WILL DYLIX BE LIABLE FOR ANY CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OR INSTALLATION OF ITS PRODUCT.

RETURN / REPAIR POLICY: All units being returned for evaluation or repair must have, or are subject to, the following:

1. All return requests require a factory-issued RMA (Return Material Authorization) number. To obtain a number, contact our office and provide information as to the nature of the application and reason for the return request.
(Note: any estimated repair/upgrade costs made prior to factory analysis are for reference only)
2. Note that determining failure mode and repair cost estimation requires isolating electronics and/or sensor elements. Units subjected to this process are not returnable and will be scrapped at the factory unless repairs are authorized.
3. Returns are subject to a minimum charge of \$35.00 per unit, plus return freight charges, except:
 - a. Units that are repaired under warranty;
 - b. Customer agrees to pay for repair;
 - c. Customer purchases a replacement unit; or
 - d. Charges are waived as per agreement with Dylix Corporation's management.
4. Units are manufactured specifically as ordered and are not returnable for credit.