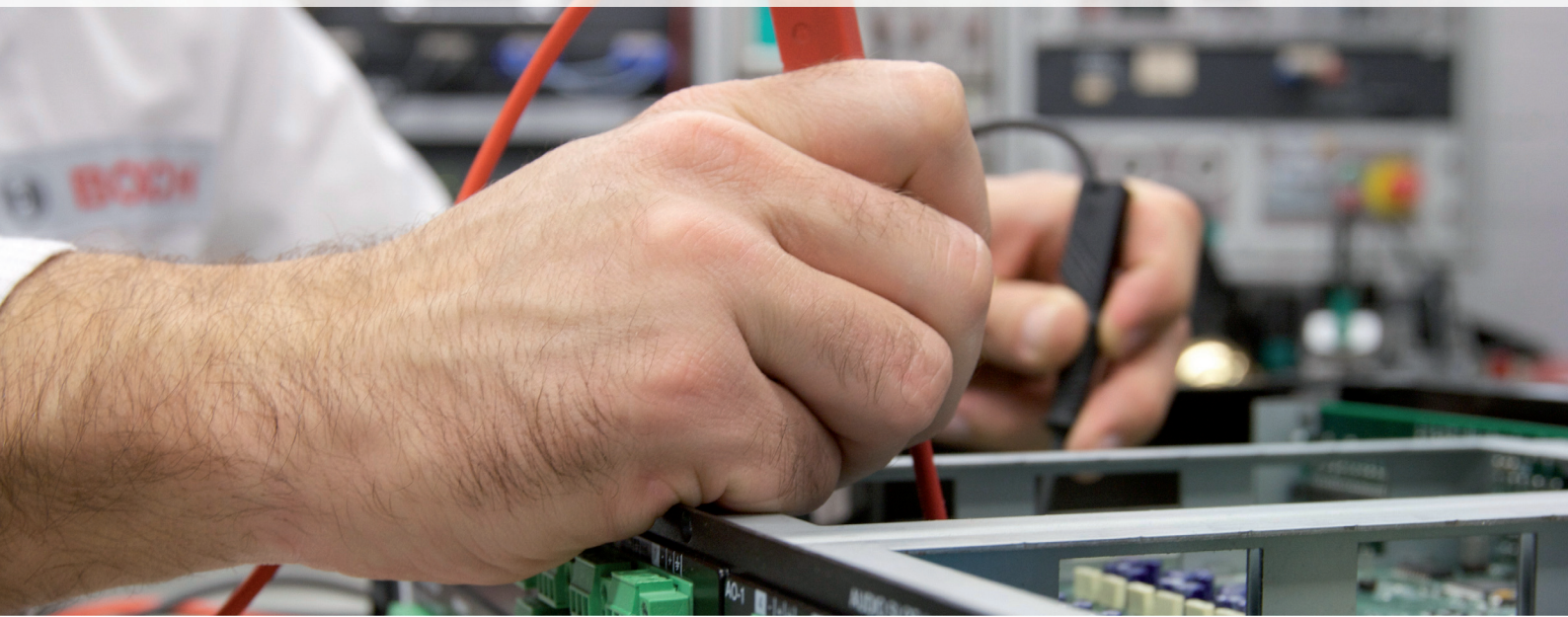


# After Sales Service Programs & Policies

## Our Commitment to You



Customers are our #1 priority. It is our mission to serve our customers and partners in a professional and responsive manner, and all of our employees are empowered to do so.

### Program Highlights

#### Expanded and Simplified Warranties

With few exceptions, all products now come with a minimum 3 year warranty. (See Table 1)

#### Easy Accessibility

Where indicated, toll-free numbers make it convenient to contact our offices. (See Table 2)

#### Shipping for Warranty Repairs

Bosch Security Systems will provide free outbound shipping on warranty repairs. Outbound shipping service will be the same method as inbound. (e.g. if inbound shipping is UPS Next Day Air, product will be returned using the same level of service).

### Bosch Security Return and Warranty Policy Statement

This Return and Warranty Policy Statement applies to Bosch Security Systems equipment purchased directly from Bosch Security Systems or an authorized dealer or distributor.

#### Returning Bosch Security Systems Products

For **credit returns**, before returning any products to Bosch Security Systems, you must first obtain a Return Material Authorization (RMA) Requests for credit return are only accepted from authorized Dealers, Distributors, or company that was issued an original Bosch invoice.

For **warranty claims** only, an RMA is generally required to ensure proper information flow and minimize chance for delays in processing; however products may be sent directly to the Bosch Security After Sales Service Center without a preauthorization or RMA number.

To obtain an RMA, contact the appropriate Bosch Security

After Sales Service Center (see *After Sales Service Centers Summary, Table 2*) for your product, and have the following information ready:

- ▶ Your contact information
- ▶ Original PO number or place of purchase.
- ▶ SKU/part number or product description (if possible)
- ▶ Serial number (if possible)
- ▶ Reason for return (as specific as possible)
- ▶ Manufacturing date code (if possible)

Bosch Security After Sales Service will provide you with an RMA number and an RMA acknowledgement form that confirms your request.

Once you have the RMA, repackage the product appropriately and attach the RMA acknowledgement form on the outside of the package. Then send the product to the return location given by the After Sales Service Center.

We reserve the right to cancel the RMA after 30 days if the product is not received.

The service department will evaluate all equipment returned for repair to determine warranty coverage and will resolve any questions that may arise during evaluation to make a final determination. If the product is deemed not to be covered by warranty, we will contact you to determine if you would like us to treat it as an out of warranty repair (see below) or have the product returned to you.

### **Warranty Repair/Exchanges**

Subject to the terms of the limited warranty in effect at the time of purchase, Bosch Security Systems will repair or exchange any product that fails to meet the specifications provided within the product's warranty period. The actual warranty period starts from the date of end user purchase.

For all warranty repairs, Bosch Security Systems will cover costs for parts and labor, standard refurbishment and/or software hardware upgrade, and outbound transportation.

### **Non or out of warranty repairs**

For all non-warranty repairs, Bosch Security Systems will provide you with a repair price that includes charges for parts, labor standard refurbishment, and all shipping. On some products repair prices may be based on an individual

repair estimate provided to you. If repair estimate is rejected, you may be charged a handling fee before product is returned to you.

All such repairs are warranted for 90 calendar days; if repaired product fails within the first 90 days after shipment to you, we will repair at no cost to you.

### **Refurbished B-stock products**

Bosch Security Systems occasionally offers select products for sale as B-stock – units that have been used in the field, repaired and/or refurbished.

B-stock products come with a 1 year limited warranty.

### **Packaging your shipment**

Protecting the value of returned products by packaging and shipping them correctly is your responsibility. We reserve the right to deny warranty coverage for any damage caused by failing to meet the following packaging requirements:

- ▶ All electronic components must be taped and/or contained in their original electrostatic protective packaging or an equivalent substitute.
- ▶ All parts must be packed securely inside the external shipping carton to prevent mechanical damage.
- ▶ External packaging must be sufficient to protect the contents from the usual hazards of shipping.
- ▶ Whenever possible please also include a copy of the RA form or other related information.

**If you have questions about this policy or our service programs, contact the appropriate Bosch Security Systems After Sales Service Center in your area.**

## Warranty Period Summary

Product Type	Warranty
<b>DYNACORD</b> <ul style="list-style-type: none"><li>▶ Electronics</li><li>▶ Non-Powered Speakers</li><li>▶ Powered Speakers</li><li>▶ Speaker Accessories &amp; Hardware</li></ul>	<b>3 Years</b> <b>5 Years</b> <b>3 Years</b> <b>1 Year</b>

Table 1

The warranty periods and terms indicated in this document refer to our standard policies. In some countries or states, laws exist that specify certain conditions and/or do not allow exclusions regarding incidental or consequential damages. In any such cases the local laws supersede the policies stated in this document.

### Other warranties, limitation of liability

Bosch Security Systems warrants that its products, at the time of shipment by Bosch Security Systems, are free from defect in material or workmanship under normal use and service for the respective warranty periods specified in the applicable Price Schedule or as otherwise published.

To assure conformance with operating limitations, Buyer should refer to the applicable data sheet.

The warranty is void (i) if the Product is not operated in conformance with installation, environmental, mechanical or electrical requirements, or within thermal stress limits, or (ii) to the extent that any malfunction is the result of misuse, abuse, vandalism, neglect, improper installation or application, alteration, accident, or negligence in use, storage, transportation, or handling or if the original identification markings on the Product have been removed, defaced or altered, lightning, electricity, water, fire, environment or other hazard, or force of nature, or other impact outside of normal operating guidelines.

The foregoing warranty is subject to Buyer's (i) promptly written claim and (ii) timely provision to Bosch Security

Systems of an opportunity to inspect and test the product claimed to be defective. Such inspection may be on Buyer's premises and/or Bosch Security Systems may request the return of the Product at Buyer's expense. However, Bosch Security Systems shall not be responsible for packing, inspection, or labor costs in connection with the return of Product.

The liability of Bosch Security Systems hereunder or otherwise is solely and exclusively limited to replacement (new or refurbished Product), repair, or credit of the amortized purchase price, as Bosch Security may elect, for any Product which is returned by Buyer during the applicable warranty period, or services for which timely notice of defect has been given by Buyer, and which are found by Bosch Security to be subject to adjustment under this warranty.

Bosch Security Systems warranty shall not be enlarged, diminished, or affected by, and no obligation or liability shall arise or grow out of Bosch Security Systems rendering or technical advice, facilities, or services in connection with Buyer's order to the products furnished hereunder.

## Bosch Security Systems After Sales Service Centers

Americas		
<b>ELECTRO-VOICE Microphones</b> <b>RTS Intercom, Digital Matrix,</b> <b>2-Wire</b>  <b>TELEX:</b> <b>Aviation, Audiocom, Broadcast</b> <b>and Intercom Headsets,</b> <b>Dispatch, Education Headsets,</b> <b>Mics, Radiocom, and Soundmate</b>	Bosch Security Systems: Attn: Service 8601 East Cornhusker Hwy Lincoln, NE 68507	Phone: (1) 800-553-5992 Fax: (1) 402-467-3279 E-mail: repair.lincoln@us.bosch.com  Local service centers can be found at our website: <a href="http://www.electrovoice.com">http://www.electrovoice.com</a> <a href="http://telex.com">http://telex.com</a> (Dispatch)
<b>ELECTRO-VOICE/DYNACORD</b> <b>Electronics and Loudspeakers</b> <b>University Sound</b>	Bosch Security Systems #1 Telex Drive Dock #9 Morrilton, AR 72110	Phone: (1) 800-685-2606 Fax: (1) 501-354-1118 E-mail: repair.morrilton@us.bosch.com  Local service centers can be found at our website: <a href="http://www.electrovoice.com">http://www.electrovoice.com</a>
Europe, Middle East, Africa		
<b>ELECTRO-VOICE/DYNACORD</b> <b>Electronics and Loudspeakers</b> <b>University Sound</b>  <b>ELECTRO-VOICE Microphones</b> <b>RTS Intercom, Digital Matrix,</b> <b>2-Wire</b>  <b>TELEX:</b> <b>Aviation, Audiocom, Broadcast,</b> <b>Dispatch, Headsets, Mics,</b> <b>Radiocom, and Soundmate</b>	<b>Correspondance &amp; Invoicing Address:</b> Bosch Security Systems ASA Customer Service EVI Audio GmbH Sachsenring 60 94315 Straubing GERMANY  Phone: +49 9421 706-366 Fax: +49 9421 706-350	<b>Shipping &amp; Deliveries:</b> Bosch Security Systems ASA Customer Service EVI Audio GmbH Ernst-Heinkel-Str. 4 94315 Straubing GERMANY  E-mail: RMAhelpdesk@bosch.com <a href="http://www.boschcommunications.com">www.boschcommunications.com</a>
Asia Pacific		
<b>EV/DYNACORD</b> <b>Electronics and Loudspeakers</b>  <b>University Sound</b>  <b>ELECTRO-VOICE Microphones</b> <b>RTS Intercom, Digital Matrix,</b> <b>2-Wire</b>  <b>TELEX:</b> <b>Aviation, Audiocom, Broadcast,</b> <b>Dispatch, Headsets, Mics,</b> <b>Radiocom, and Soundmate</b>	Robert Bosch (SEA) Pte Ltd 11 Bishan St 21, (Level 5, ST-ASA) Singapore 573943  Beijing EVI Engineering Service Co. Ltd. Block 14, Zone 2 Yunding Center, Xi Luo Garden, Fengtai District, Beijing, P.R. China.  EVI Shanghai Repair Center Rm 104, Building 1, 50 Puhui Road, Shanghai, P.R. China  Guangzhou Telex / EVI Repair Center Rm 2402, 24/F Zhong Xin Building 268 Baogang Road, Haizhu District, Guangzhou P.R. China  EVI Audio Japan - Shinagawa SC Takase Building 7F 4-13-34 Higashi-Shinagawa Tokyo Japan	Phone: +65 65712885 (Ms. Ping) +65 65712884 (Ms. Fong) E-mail: RMAhelpdesk@sg.bosch.com <a href="http://www.boschcommunications.com">www.boschcommunications.com</a>  Phone: 010 87288839 Fax: 010 87291554  Phone: 021 64644608 Fax: 021 64387542  Phone: 020-34229839 Fax: 020-34229893  Phone: +81 (0)3-5485-4434 Fax: +81 (0)3-3450-9791

Table 2