

GROUND CONTROL LIMITED REPLACEMENT WARRANTY

This Limited Replacement Warranty ("Warranty") applies to new systems purchased from and installed by a Ground Control Certified Installer ("Installer").

This warranty does not apply to any part not manufactured by Ground Control, including, but not limited to: Modems, Feed Horns, LNBs, transmitters, trailers and reflectors.

SERVICE AND FREIGHT WARRANTY GUIDELINES

- A. Ground Control will cover for one year from date of installation (unless otherwise specified), or receipt of equipment if there is no installation required, removal, re-installation and alignment of any non-functional part manufactured by Ground Control. International deployments do not qualify for technician/labor coverage unless otherwise agreed upon.

- B. Conditions of the Warranty:
 1. Customer agrees to take the vehicle/antenna to an Installer or agrees to pay the excess travel time for the Installer. Excess travel is defined as more than one hour of drive time.

 2. Ground Control must pre-approve any warranty visit and/or any specific work to be performed.

 3. All reasonable charges must be pre-authorized by the Ground Control Technical and agreed in writing in advance by all involved parties (customer, Installer and Ground Control Technical Support).

 4. Once Ground Control has confirmed that a new part is non-functional, Ground Control will:
 - a. Pay for ground freight shipping for the return to Ground Control of the non-functional part and for ground freight shipping to return the repaired or replaced part to the customer or designee. Any charges in addition to ground freight shipping that are associated with expedited shipping will be the responsibility of the customer.

 - b. Pay for the installation of the replacement.

 5. If at any time during the technician visit, the Service Technician discovers that the failure is due to either damage after installation or to improper installation, the Service Technician will contact the Ground Control Technical Support Department for further instruction.

 6. Standard warranty labor consists of one our drive time in each direction and up to four hours of labor. Any additional travel costs or materials may be the responsibility of the customer.

FREIGHT

- A. Customers within the United States
 - 1. Ground Control will pay ground freight, in both directions, for replacement of a non-functional part within the warranty period. If expedited shipping is requested, the expedited shipping will be paid by the customer.
- B. Customers outside the United States
 - 1. For customers outside of the United States, it is the sole responsibility of the customer to pay for shipping, duties, and tax charges on a non-functional part returned to Ground Control.
 - 2. Ground Control will cover all shipping, duties, and taxes on a part sent from Ground Control to a customer outside of the United States.

GROUND CONTROL RMA POLICY

- A. A Return Material Authorization (“RMA”) may be issued by the Ground Control Technical Support Department.
- B. RMAs may be requested via email or phone. The request for an RMA must be done with troubleshooting assistance and is subject to the conditions outlined below.
- C. RMAs are defined as follows:
 - 1. Repair and Return:
 - a. Customer or service technician shall return the non-functional part to Ground Control
 - b. Ground Control will repair the non-functional part and return it to the appropriate party as agreed upon by customer and Ground Control.
 - c. If the part is not under warranty, Ground Control will provide an estimate for repair to the customer in writing prior to performing any work.
 - e. If customer agrees to the charges to repair non-functioning part, Ground Control will repair the part and charge customer for all agreed upon repair and shipping charges.
 - 2. Return Swap:
 - a. To be eligible for the Return Swap option, customer agrees to have a credit card on file to insure the return shipment of the non-functioning part.
 - b. Customer also acknowledges that if the part in question is determined to be in good and working condition, that customer may be liable for all shipping charges and potentially a 15% restocking fee.
 - c. If the non-functioning part is not returned within 10 days, or other agreed upon time frame, customer will be charged up to the full value of the replacement part.

PARTS RETURNED TO GROUND CONTROL

Any item returned to Ground Control must be properly packaged, correctly addressed and include the return material authorization (RMA) number to:

Ground Control
RMA # _____ (place RMA number in the blank area)
3100 El Camino Real
Atascadero, CA 93422

WARRANTY EXCLUSIONS AND LIMITATIONS

- Length of Parts and Labor component of warranty will be outlined on valid quote/contract provided by the Ground Control Sales Department
- This Warranty extends only to the original purchaser and is not transferable.
- This Warranty does not cover damage due to accident, misuse, abuse or neglect.
- This Warranty does not cover damage due to wind, lightning, power surges, fire, flood or any other act of God or nature.
- This Warranty does not apply to any part not manufactured by Ground Control, including, but not limited to: Modems, Feed Horns, LNBS, Transmitters, trailers and reflectors.
- All components not manufactured by Ground Control are subject to separate warranties issued by the Original Equipment Manufacturer ("OEM") or Internet Service Provider ("ISP")
- Ground Control reserves the right to make changes in design or improvements in its products without the obligation to incorporate the same in any product previously manufactured.
- Ground Control internet systems and equipment must be initially installed and/or upgraded by Ground Control factory certified installers. In the event the system installation or upgrade is not performed by a Ground Control Factory Certified Dealer or Installer, the Warranty on the equipment is null and void.