



SUNFIRE SERVICE REPAIR POLICY

For accurate determination of sales date, proof of purchase is requested. A dated sales invoice from an authorized dealer is acceptable proof of original purchase date. If a customer does not have the original invoice, we will add six months to the date of manufacture (first four digits of serial number) to determine the start of the warranty period, therefore giving our customers the benefit of the doubt. If a unit is less than six months past the end of the warranty coverage, it will be repaired at no charge.

Please note: Sunfire warranties are transferable should it be sold or given as a gift.

All repairs by the Sunfire Service Department carry a one-year warranty. The date of repair on the Repair Log will determine the start date for this coverage. The cost of out of warranty repairs will be a flat rate charge of \$195.00 for any Sunfire product. This charge includes parts, labor, and return shipping via UPS Ground. Out of warranty repairs arranged by a Sunfire representative or dealer can be charged to their account. End users must send payment with their unit. Sunfire accepts payment by Visa, MasterCard, Certified Check, Money Order or COD. There is a \$ 15.00 surcharge for COD' s.

Sample charges are as follows:

Flat Rate Repair -	\$195.00
COD Charge -	<u>\$ 15.00</u>
TOTAL	\$210.00
Re-Program Remote	\$ 30.00

Express Shipping:

Three Business Days (Orange)	\$ 25.00
Two Business Days (Blue)	\$ 50.00
Next Business Day (Red)	\$ 85.00
Saturday Delivery	\$100.00
Saturday Delivery Next Day	\$115.00

Example: The cost for a repaired unit that is shipped COD Two Day would be:

Flat Rate Repair:	\$195.00
COD Charge:	\$ 15.00
Two Day:	<u>\$ 50.00</u>
	\$260.00

There is no additional charge for boxes and packaging.

Please call the Sunfire Service Department at (425) 335-4748 for your in or out of warranty repair needs.

RETURN AUTHORIZATIONS (RA)

Prior approval must be obtained from Sunfire before any product will be accepted for return. A Return Authorization number will be issued by Sunfire. Product not accompanied by a proper RA number may be refused.

All product may be returned for credit or exchanged at Sunfire's option. Product returns may be subject to a restocking charge or actual refurbishing charge for damages, missing remote controls, etc.

Request for return on "B" stock products may not be accepted. "B" stock product, which is covered under the standard factory warranty, (excluding cosmetics, knobs, accessories, etc.) may be submitted directly to Sunfire's Service Department for repair.

You will be responsible to properly package any goods returned to Sunfire. If you do not have proper packaging, please inform your Service Technician and Sunfire will send you a box and packaging.

Please have the following information available when you call for a return authorization:

Model

Serial Number

Detailed Description of Problem

Contact Phone Number

Contact Name and Address

Method of Payment if Out of Warranty

Date of Purchase

Account Number

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