

Service Plans, Returns (RMA)

1. Service Plans

Menlo Systems offers for all its products a Service Plan. The Service Plan includes on-site service for installation, on-site training, and on-site repair service when this is technically feasible. We also support our customers during measurement campaigns. Travel time and travel costs for any on-site service are included. In-house training at Menlo Systems main facility in Martinsried, Germany or in our US-office in Newton, NJ is also available within the Service Plan.

The Buyer can participate in the Service Plan by purchasing credit points. They are available as single points; volume discount applies for packages of 5 service points or more. Upon request Menlo Systems provides formal quotations for the credit points. Credit points for service are available at a special rate when purchased together with a new system.

The following services are available within the Service Plan:

Item	Description	Credit Point for Service
SV-1	On-site service visit Menlo Systems service engineer's visit to customer facility. Up to 1 full day of on-site installation, training, and service.	1
SV-3	Extended on-site service visit Menlo Systems service engineer's visit to customer facility. Up to 3 full days of on-site installation, training, and service.	2
SV-5	Extended on-site service & support during measurement campaign Menlo Systems service engineer's visit to customer facility. Up to 5 full days of on-site installation, training, and service. Service can include verification of parameters and long term tests and measurements.	3
AP-3	In-house training in Menlo Academy Program at Menlo Systems Facility Enrollment in Menlo Systems education classes on precision measurements within Academy Program. 3 day course. Documentation material and refreshments during class time included. For current schedule please contact Menlo Systems.	1*

* One credit point per participant. Please note that participants are responsible for transportation and accommodation. We are happy to assist in the arrangements. Please contact us.

2. Warranty Extensions

Warranty extension is available for all products. The Buyer can chose between an extended period covering 24 months in total (available as option "2-YEAR Warranty Extension 24") and an extended period covering 36 months in total (available as option "3-YEAR Warranty Extension 36"). The warranty extension is available before the expiration of the original 12-month warranty period. Upon request Menlo Systems provides formal quotations for the warranty extension.

3. Returns

No returns will be accepted unless a Return Material Authorization (RMA) number has been obtained from Menlo Systems. Instructions for packaging and shipping will be provided by Menlo Systems together with the RMA number. Returned goods are to be prepaid to Menlo Systems, unless return good is still under warranty. For items under warranty, the Buyer should ship the goods to Menlo Systems in strict accordance with instructions from Menlo Systems. Any excess charges resulting from the use of unauthorized transportation will be disallowed or charged to the Buyer. For items under warranty Menlo Systems will pay shipping back to customer's site. Any taxes and duties for the return shipment shall be paid by the Buyer ("DDU/DAP return address" for parcel service or "CIP airport of destination" for others).

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