



Warranty / RMA Policy

Warranty Information

Epsilon Systems Solutions, Inc. offers a one-year warranty (parts and labor) on LCD displays and other ruggedized products from the date of shipment. If at any time during the warranty period your product fails to operate within specification, Epsilon will (at our option) replace or repair the unit at no charge.

In-Warranty Repairs (RMA)

As long as your unit is under warranty, we will repair it, or if necessary replace it, at no charge. The standard turnaround time for repairs is 20 business days after receipt of the unit (shipping time not included). Under certain circumstances, repairs may take longer. All repairs are warranted for 90 days after the date of the shipment or the remaining of the original warranty, whichever is longer. Epsilon will be responsible for all standard shipping costs.

Out-of-Warranty Repairs (OOW)

If your unit is no longer under warranty, we will perform an evaluation and estimate the repair cost for a standard initial P.O. cost of \$1,500.00. We will then contact you to advise you on the repair cost. The cost for repairing out of warranty items will be quoted on a time and material basis. Upon your approval, we will proceed with the repair. The standard turn-around time for repairs to Epsilon products is 20 business days (shipping time not included). Under certain circumstances, repairs may take longer. All repairs are warranted for 90 days after the date of the shipment. Customer is responsible for all shipping costs.

Any customer requiring RMA or OOW repair should follow the steps below:

1. Contact Epsilon via email (wlapier@epsilonsystems.com) or telephone 619-702-1700, x104. The following information is requested:
 - o Unit Model/Serial number
 - o Customer name, address, primary contact and telephone number
 - o Detailed description of problem encountered
2. Within 48 hours a Technical Representative will make contact for troubleshooting via phone consultation.
3. If the unit requires repair the customer should use the RMA/OOW customer form which is available on the website and Epsilon will issue a Return Material Authorization (RMA) or Out of Warranty (OOW) number for repair. For RMA's, if the situation warrants it, a Technical Representative can be sent to the customer location for an on-site evaluation.
4. Epsilon will advise to send the unit (s) to either:

West Coast Address

Epsilon Systems Solutions, ATTN: RMA# or OOW#
5482 Complex Street, Suite 109
San Diego, CA 92123

Or



East Coast Address

Epsilon Systems Solutions, ATTN: RMA# or OOW#
500 Woodlake Circle, Suite E
Chesapeake, VA 23320

5. Within 48 hours of receipt, the customer will be contacted as to the status of the unit (confirmation of Non-conformance, No Fault Found, etc.).

NOTE: If an RMA unit is determined to be "No Fault Found", an evaluation fee of

\$500.00 may be assessed.

These warranties are made upon the express condition that:

1. Epsilon is given prompt written notice upon delivery by buyer of such nonconformity, with a detailed explanation of the alleged deficiencies.
2. Examination of such units by Epsilon discloses that the nonconformity actually exists and was not caused by accident, misuse, neglect, alteration, improper installation, improper repair or improper testing.
3. The units have not been altered, modified, or changed in any manner by anyone other than Epsilon.
4. Repairs to the units have not been made by anyone other than Epsilon or at an Epsilon authorized service facility.

THESE WARRANTIES EXCLUDE ALL OTHER EXPRESS OR IMPLIED WARRANTIES, ORAL OR WRITTEN, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NO TERMS, CONDITIONS, UNDERSTANDINGS OR AGREEMENTS PURPORTING TO MODIFY THE TERMS OF THESE WARRANTIES SHALL HAVE ANY LEGAL EFFECT UNLESS MADE IN WRITING AND SIGNED BY AN AUTHORIZED OFFICER OF EPSILON SYSTEMS SOLUTIONS, INC.



RMA / OOW CUSTOMER FORM

RMA # _____ or OOW # _____

Customer: _____

Customer Contact Information:

Title: _____

Phone Number: _____

Email Address: _____

Date Epsilon Notified: _____

Epsilon Serial # _____

Epsilon Part # _____

Non-Conformance / Discrepancy:

(Attach additional sheet, if necessary)

Phone Evaluation Date: _____



Technical Representative: _____

Repair Decision:

Final Repair Performed:

Date Unit Returned to Customer: _____