



Jupiter Hardware Warranty Repair

- **Hardware Repair** - Guaranteed in-plant turnaround of hardware within 10 business days
- **Warranty Duration** - Warranty is 12 month duration
- **Hardware Covered** - all display station components except keyboard, mouse, monitor(s).
- **Shipping** - see Shipping Policy below

The above contract covers any component of the display station that becomes defective by reason of material or workmanship. Jupiter will **NOT** be responsible under this service contract for the repair of any component which is subject to misuse, neglect, alteration, accident, improper installation or testing or repairs performed by non-Jupiter employees or contractors.

The service contract must be established while the display station is still under warranty and all extensions must be made while a service contract is in effect. If the equipment is not covered by warranty or a service contract, then it must be shipped to Jupiter on a time and materials repair order for verification of proper operation and possible refurbishment or upgrade, before a service contract can go into effect.

Shipping Policy

In all cases Customer must obtain **RMA*** number from Jupiter Systems and ship unit or module to Jupiter Systems **freight prepaid** with the RMA number clearly indicated on the shipping label and on the waybill. Shipments which arrive **without** an RMA number will be **refused** and returned to the Customer at Customer's expense.

Proper packaging must be used on all return shipments. Customer is liable for any damage incurred in transit and will be charged if new shipping materials are required for return shipment.

* See RMA Policy and RMA Request Form for details on requesting an RMA.

Domestic:

- Customer ships unit or module to Jupiter freight prepaid.
- Jupiter returns the unit or module to Customer by 2-day air shipment freight prepaid (Jupiter's expense).



International:

- Customer ships unit or module to Jupiter freight prepaid.
- Jupiter returns the unit or module to Customer freight collect according to Customer's shipping instructions.
- On **ALL** international returns Customer is responsible for any duties, brokers fees or freight charges assessed to Jupiter Systems.

All international returns **must** be marked:

"U.S. manufactured goods being returned for repair."