

Mercury Networks, Inc. Warranty and Return Policy

Warranty Policy

Mercury Networks, Inc. is a reseller, not a manufacturer, of the products to be supplied. Mercury Networks, Inc. does not independently warrant the products it sells, but assigns to the Buyer the exclusive warranties provided by the manufacturers. Any defective products will be repaired or replaced in accordance with the manufacturer's warranty.

Mercury Networks, Inc. will assist in obtaining warranty service if requested.

Return Policy

- Returns will not be accepted without a predetermined Return Authorization number, provided by Mercury Networks Inc.
- In order to receive a return authorization, a return request must be made within 30 days of material receipt.
- Credit will be issued for goods returned with prior Mercury Networks Inc. approval and with a current return authorization (RA) number.
- Return Authorizations must be coordinated through your Inside Sales Representative.
- Mercury Networks Inc. will only accept the return of materials that were purchased from Mercury Networks Inc.
- Goods approved for return should be sent back to the authorized Mercury Networks Inc. warehouse within 30 days of return approval.
- Approved return material must be new, unopened and in the original package in order to receive credit.
- Material returned within 30 days of material receipt may not be subject to a re-stocking charge.
- Mercury Networks Inc. reserves the right to apply re-stock charges to any return.
- Mercury Networks reserves the right to deny return authorization for product customized in any

way (dyed, twisted, etc).

- Any non-stock product that cannot be returned to Mercury Network's material vendor will not receive return authorization and will not be credited.
- Material deemed not creditable will either be scrapped or returned to the customer at the customer's expense.