



Return and Warranty Policy

**** Policy Effective Nov 15, 2004 / Expires Dec 31, 2005 ****

General Return Information

A Return Material Authorization (RMA) is required for all product returns including credit returns, advance replacements, warranty repairs, and non-warranty repairs. This can be obtained by calling, faxing, or e-mailing the GE Security Customer Service Center. Please have access to the product(s) and the following information when contacting:

Original PO #
SKU/Part #
Serial #, if available

After the product has been packaged appropriately, place the RMA # on the outside of the package with a written explanation setting forth the potential defect in reasonable detail. Once complete, send the product to the specified return location given by the Customer Service Center.

All products must be returned freight prepaid and within **30 days** of obtaining the RMA. GE Security reserves the right to cancel the RMA after this time period. If you fail to return product within the 30 days, please contact the Customer Service Center for a new RMA. **Freight collect returns or unauthorized returns will not be accepted and will be returned to the sender upon receipt at buyer expense.** All returns and repairs are subject to evaluation upon receipt.

GE Security Customer Service Centers

Location	Telephone Number	Fax Number
Arden Hills	800-777-4841	800-777-4842
Tualatin	800-648-7422	503-691-7566
Boca Raton	800-428-2733	561-998-6232
Corvallis	800-469-1676	877-342-3732

Warranty Repair

Subject to the terms of GE Security's Limited Warranty, GE Security will repair or replace products which fail to meet the warranties provided in the Limited Warranty, within the product's warranty period. Actual warranty period starts from date of shipment and varies based on product category and type of equipment per the following table:

Warranty / Advance Replacement Table

Product Category	Product	Warranty Period	Adv Repl 0-60 Days	Adv Repl 61-365 Days
Access	Proximity Readers (Casi)	Lifetime	Eligible	Repair Only
	Cards (Min Qty for Return - 10) (Casi)	5 years	Repair Only	
	Manufactured Hardware (Casi, Infographics)	2 years	Eligible	
	Software (Casi, Infographics)	1 year	Eligible	
	Magstripe Cards (Casi, Infographics)		Repair Only	
	Topaz, Diamond, Sapphire, Alliance (Infographics)		Eligible	
Fire	Smoke Detectors (Sentrol ESL)	3 years	Eligible	Repair Only
	Heat and Air Duct Detectors (Sentrol ESL)			
	Audibles (Moose Speakers) (Sentrol ESL)			
	104 Series Heat Detectors	1 year		
	Pull Stations and Fire Stations (Sentrol ESL)			
	Notification Devices (Sentrol ESL)			
	Hardwire Sensors (Sentrol ESL)			

Intrusion	Security Controls (Caddx, ITI)	2 years	Eligible	Repair Only
	Wireless Sensors (ITI)			
	Hardwire Sensors (Caddx)			
	Hardwire Contacts (Sentrol ESL)	5 years		
Video	Digiplex, Calibur, Traditional Cameras (GBC)	3 years	Eligible	Eligible
	Traditional and LCD Monitors, Mobileview, Bus Secure (Kalatel)	1 year		Repair Only
	Fiber Optic Products (Fiber Options)	5 years (effective 1/04)		
Smart ConnectionCenter	Sheet Metal Parts and Wire	40 years	Eligible	Repair Only
	Passive Modules and Components	5 years		
	Powered Modules and Components	3 years		
Non-GE Manufactured / Branded Product		Original Mfg Warranty	N/A	N/A

If you are member of the GE Security Pro/Integrator Program, refer to the Program website for Warranty information.
<http://www.gesecurity.com/dealerprograms>

For items that do not appear above, contact the Customer Service Center or your Sales Rep for the applicable policy.

Limited Warranty (a) GE Security warrants that its products are free from defects in workmanship and materials, and will conform to GE Security's published specifications, subject to the terms of the GE Security Limited Warranty. With respect to any product furnished by GE Security, the forgoing shall apply only to failures to meet said warranty that appear within the applicable warranty period set forth in GE Security's Limited Warranty policy available at www.GE-Security.com. The warranty extends only to Buyer and does not extend to any other party. GE Security is not responsible for conditions or applications over which GE Security has no control. Defects or problems as a result of such conditions or applications are not the responsibility of GE Security. Such conditions include normal wear and tear, catastrophe, fault or negligence of the user or a party other than GE Security, improper installation, application, storage, maintenance or use of products, or other causes external to products, or failure to conform to any applicable recommendations of GE Security. The warranty does not cover, and GE Security does not warrant, batteries of any type used in connection with other products furnished. To the extent that any product includes "Software" (as defined in the article entitled "Software" herein), whether included in a product furnished hereunder or provided separately, GE Security warrants that such Software will, at the time of delivery by GE Security, conform in all material respects to GE Security's documentation relating to such Software ("User Documentation"). (b) If any product fails to meet the limited warranty, GE Security shall, at its option, correct any such failure by repairing any defective or damaged parts of damaged product, or make available, F.O.B. shipping point, any necessary repaired or replacement parts. GE Security reserves the right to replace any product under warranty with new or remanufactured product. GE Security will not be responsible for labor costs of removal or reinstallation of products. The repaired or replaced product is then warranted under the terms of the limited warranty for the balance of the term of the warranty or for 90 days, whichever is longer. For any warranty claim, Buyer should contact Customer Service and request authorization to return the product (see "Returns" section above). (c) The preceding subsections of this "Limited Warranty" section set forth the exclusive remedies for claims based on any defect, failure, malfunction, or any other performance or non-performance of any product, whether the claim is in contract, indemnity, warranty, tort (including negligence), strict liability or otherwise, and however instituted. Upon expiration of the applicable limited warranty period, any liability of GE Security in connection with such exclusive remedies shall terminate, and Buyer shall have 30 days after the warranty period to give written notice of any defects, failures, malfunctions, or other performance or non-performance issue that appeared during the warranty period. Except as set forth in the section entitled "Patents", the foregoing limited warranty is exclusive and in lieu of all other warranties, whether written, oral, implied or statutory. **NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE SHALL APPLY.**

For more information on Limited Warranty, please refer to the Sales Terms & Conditions at www.gesecurity.com/tools

GE Security will return Warranty Repair items per incoming ship method at no additional charge.

Non-Warranty Repair

Buyer will be charged on all repairs and shipping costs for out of warranty equipment. Payment is accepted by purchase order or credit card. Charges may vary based on actual equipment and condition. Repair charges may be based on flat rate cost or parts & labor. Factory repairs are granted an extended warranty of 120 calendar days.

Credit Returns

GE Security will refund or credit new, standard production items that are unused and in original shipping cartons for a period of **60 days** from the original date of shipment. All returned merchandise is subject to a **20%** restocking & refurbishing fee. Credit must be used within one (1) year of the date of issue.

Advance Replacement

GE Security will advance replace defective equipment that has failed upon **initial install (bad-out-of-box)** with new or like new equipment for a period of **60 days** from the original date of shipment and up to **365 days** for select equipment, pending availability. All replacements will be invoiced at shipment and credited upon receipt of the defective product. Invoices will remain outstanding if the returned product does not qualify under the replacement terms. To see your product's eligibility for Advance Replacement, refer to the table above.

**In special cases, distributor returns policy may vary based on prior contractual agreements.

** Policy is subject to change

** Refer to the GE Security website at <http://www.gesecurity.com/tools> for the latest Policy and up-to-date changes. Posted Policy is the Policy Master.