



Warranty

The SightLine Applications warranty is limited to design or manufacturing defects on SL products for one year after delivery date. Repairs for damage caused by end users are classified as non-warranty repairs and will be charged to the customer. SightLine will repair products as long as they are currently supported.

Agreement for Repair or Replacement

Repaired units will be returned in factory default condition which includes latest firmware, FPGA, etc.; all post-market configurations will be lost. If units are irreparably damaged, SightLine agrees to transfer the license file of the damaged unit to new replacement hardware. This is contingent upon SightLine approval after receiving the board or through a valid certificate of destruction if board is not sent in for repair. The customer agrees that repaired units are not new and may include other hidden, latent failures.

International Return Duties and Taxes

To avoid re-import duties and taxes, international customers **MUST** use the HTS codes, shipping product descriptions, and product customs value as defined on the RMA Request Form. Failure to use the correct HTS codes will result in excess import duties which are all customer responsibility.

Cost Estimates

Actual costs will be sent to customers in a formal quotation. A purchase order for the cost of repair or replacement is required to complete the RMA process. The following are budgetary estimates of typical repair costs:

Technical Support	NO COST	SightLine will provide technical support to help understand the nature of a failure and, if possible, help the customer recover from a failed state so a unit return is not needed.
Software Reset	\$200/board	If customer sends in unit for repair without first troubleshooting with SightLine support or without SightLine confirmation that a return is required, a \$200 fee will be charged for repair. (Fee charged regardless of warranty status).
Non-Warranty Damaged Board Replacement	1500-OEM: \$750 2000-OEM: \$750 3000-OEM: \$900 4000-OEM: \$900	Software license file of damaged unit will be transferred to new hardware.
Accessory Boards		Boards outside of warranty, or damaged by customer, are not repairable. Replacements will need to be purchased at current published price.

RMA Process Steps

Most suspected failures tend to be either opportunities for education, or configuration/file repairs that can be fixed without a product return. Contact us at support@sightlineapplications.com to begin troubleshooting.

1. After thorough troubleshooting, SightLine determines when a unit return is required. SightLine will issue an RMA number and send the customer an **RMA Request Form**.
2. The customer completes and emails the RMA Request Form to rma@sightlineapplications.com. This form requires unit serial number(s), license file information, and a thorough description of the failure for each unit. This information is critical to facilitate a fast turn-around for repairs.

- Do not return units without an RMA number.
- The customer ships the unit(s) with a copy of the RMA Request form to SightLine:

SightLine Applications
ATTN RMA # _____
5711 S Hood Ave., Suite A
Portland, OR 97239

- The customer is responsible for shipping to SightLine.
- **International customers must use the HTS codes, shipping product descriptions, and product customs value as defined on the RMA Request Form.**

ECCN	HTS	HTS DESCRIPTION
4A994	9801.00.1012	US goods being returned for repair NOT enhanced in value

- Expedited Option: if SightLine and the customer agree that the unit is outside of warranty and damaged beyond repair, customer can demonstrate irreparable damage to the unit utilizing SightLine issued certificate of destruction. Customer then proceeds directly to purchase of replacement hardware and transfer of the dead unit's license file.
3. SightLine notifies the customer of receipt of RMA shipment and begins diagnostic process to determine final disposition.

Observations and any required repairs will be documented in an **RMA Conclusion Report** and sent to the customer. SightLine's goal is to provide a disposition plan to customers within 2-5 business days of receipt of returned product.
 - The RMA Conclusion Report will provide a formal estimate to the customer, defining any costs associated with the recommended fixes and/or replacement of parts.
 - The customer will not be responsible for any repair or return shipping costs if the failure is due to SightLine warranty issues (product design or part failures not caused by customer use).
 4. The customer provides approval of the repair, confirms shipping information, and provides any special shipment instructions. If there are repair costs that are the responsibility of the customer, a repair quote will be provided, and the customer will provide a purchase order.
 5. SightLine completes the approved work, ships the RMA units back to customer, and invoices for any repair costs. SightLine provides tracking information to contacts identified by customer in the RMA Request Form.