



**IMAGESTREAM INTERNET SOLUTIONS, INC.
PERFORMANCE GUARANTEE**

ImageStream's 31-day, no-hassle performance guarantee is simple:

If your router fails to perform in accordance with the specifications provided by ImageStream, contact ImageStream's support staff. If, after the support staff attempts to resolve the problem, your router continues to fail to meet the specifications, you can return the ImageStream router for a full refund within the first 31 days from the date on your invoice.

No returns for credit after this time limit will be accepted. The time limit of 31 days for full credit returns does not affect the terms of the product warranty.

RETURN POLICIES AND INFORMATION

Shipping charges are NOT refundable. Labor charges and other services are NOT refundable. We reserve the right to check the condition and verify any defects of the returned items before issuing a refund.

The following items and associated conditions do not qualify for a refund even if the items are returned within the 31-day time limit:

- Shipping charges
- Labor charges
- Opened or modified router chassis
- Any items that are defaced or physically damaged
- Any items that become non-functional due to unapproved user intervention
- Clearance items that are marked as non-refundable
- Any items that have had the warranty sticker or serial number label removed
- Any items or components that do not have the original serial number labels
- Any items returned without the original retail box, manual, or cable set
- Any non-stock items (External CSU/DSUs, custom cables, special order items)
- Items that are returned in non-resalable condition

Advance Replacement parts not received by ImageStream within ten (10) working days are subject to invoicing at current list price. Arrangements can be made at the time of the Advance Replacement shipment for parts to be held at the customer site for a longer period as mutually agreed. Please notify ImageStream of this requirement when requesting the Advance Replacement. Parts returned for repair should be accompanied with a description of the hardware failure.

All material returned to ImageStream must be accompanied by an RMA number. This number is necessary to ensure proper tracking and handling of returned material at the factory.

ImageStream reserves the right to refuse shipments not accompanied by RMA numbers. Refused shipments will be returned to the shipper via collect freight.

When returning items for credit, contact ImageStream to obtain a Return Material Authorization (RMA) number. After receiving your RMA number, send the item(s) to ImageStream together with a copy of the original invoice, a copy of the RMA agreement, and ALL the original packaging materials including cables, and manuals if applicable. You must have a matching serial number between the item(s) and the invoice. Partial returns are acceptable. Credits and refunds are handled by our Credit Department. Credits and refunds may take 1-14 business days to confirm and complete after the goods are received.

Unless the product is covered by our no-hassle guarantee or is non-returnable, a \$25 or 20% restocking fee (whichever is greater) is applicable on any return for credit.

WHY A RESTOCKING FEE?

Restocking fees become necessary to keep our costs and prices down. A majority of customers never return items. When items are returned in non-resalable conditions, we have to sell them as used and below our cost. If these costs are not paid by those who returned them, the additional costs have to be "shared" by other customers. We choose to keep our prices down by charging a restocking fee to non-defective, non-fault returns. We try to keep the restocking fee as low as possible and in line with the cost associated with the return.