



Return Material Authorization (RMA) Process

This document outlines ViewCast® Corporation's Return Material Authorization (RMA) process.

Standard Hardware Warranty Policy

The length of a warranty term may differ between product models. Variables that impact warranty term include the country where the product is sold, as well as the type of product sold. For details please see the specific warranty for your product.

Third-party branded products are warranted by their respective manufacturers and should be contacted directly for warranty service.

Tech Support Contacts

If your ViewCast product exhibits signs of failure, you must contact our Customer Support department to verify product failure. If the ViewCast Customer Support Representative cannot correct the problem by phone and determines that the problem is the result of product failure covered under ViewCast's warranty policy, then an RMA Number will be issued. International end-user customers must contact their Reseller to request an RMA.

Osprey® Product Phone Support:	972.488.7156
System Product Phone Support:	972.488.7157
Email Address:	support@viewcast.com

RMA Information

The following information is required to assign an RMA.

- Reseller information -- where the item was purchased (if applicable)
- Your Phone Number
- Your Fax Number
- Your Email Address
- Product Model or Part Number (e.g. Osprey 100, Osprey 560)
- Product Serial Number
- Description of Failure or Problem (error codes if applicable)
- System Type and Operating System

RMA Confirmation

Requests for RMA are typically processed by close of business the following business day, 5:00 PM Central time. RMA Confirmation will be accomplished by e-mail, fax, or telephone. The RMA Confirmation will include packaging and shipping instructions and the assigned RMA number. This number must be clearly marked on the packaging when the product is returned.

RMA Return Shipment

Packaging

Original packaging should be used if available to minimize the potential for shipment damage. Board products must be enclosed in an antistatic bag to avoid ESD (electrostatic discharge) damage.

For board products or small peripheral items generally weighing less than 5 lbs., the customer should use appropriate packing materials that provide a minimum 2" of foam or similar padding protection for all surfaces of the contents.

Computer systems or large peripheral items weighing more than 5 lbs must be shipped in original packaging or similar packaging.



If items are damaged during return shipment due to insufficient packaging, it will be left to ViewCast's discretion to determine whether or not the product is repairable.

Please follow these guidelines when returning product to ViewCast:

- Use the products original packaging if still available
- Ship the RMA items via traceable means to the below address
- Write the RMA number on at least two (2) outside surfaces of each return package
- Write RMA number on the Air Waybill or Shipper
- Allow ten (10) days Turn-Around-Time after receipt of RMA by ViewCast

If items are damaged during return shipment due to insufficient packaging, it will be left to ViewCast's discretion to determine whether or not the product is repairable.

Address

All RMA packages should be shipped to:
ViewCast Corporation – RMA# _____
3214 Beltline Rd.
Suite 450
Dallas, Texas 75234
972.488.7200

Tracking

All RMA returned items must be sent via traceable means. Examples would be UPS, FedEx, or US Postal Service Priority Mail. Be sure to retain the tracking information for your records. The customer is responsible for the product until it is received by ViewCast. ViewCast is liable for the returned item upon receipt of shipment.

Delivery Charges

The customer is responsible for paying shipment charges when returning the product to ViewCast. ViewCast will pay for shipment of the repaired items back to the customer. ViewCast ships all domestic U.S. RMA repaired items by UPS Ground (5-7 days).

RMA Turnaround Time

Standard

Within ten (10) working days after receipt of returned parts, the repaired or replacement item will be ready for return shipment. UPS Ground (approximately 5 days) is the standard method of shipment for U.S. domestic shipments. International Shipments will be sent via FedEx International or Plane Cargo.

Expedited

If the customer requires resolution within two (2) working days from receipt of returned parts, an expedite fee will be incurred, as follows:

- Board-level products - \$150.00
- System-level products - \$500.00

The customer will also be required to pay expedited shipment charges over and above UPS Ground rates.

DOA Expedited

Within thirty (30) days of purchase, Dead-on-Arrival (DOA) parts will be repaired or replaced within two (2) working days from receipt of returned parts. No expedited repair or shipment fees will be charged to the customer. Replacement items will be shipped via next-day air for domestic customer or FedEx International Priority for international customers.

Advance Replacement

For ViewCast products that are currently under warranty ViewCast will offer cross-ship advance replacement products in situations where normal or expedited RMA options would not meet the customer's critical time constraints and ViewCast has the appropriate product in inventory and available for shipment. ViewCast will ship the product no later than the second business day after all administrative process has

been completed. The charge for this service will be 30% of the product retail list price from the current end user price list with a minimum charge of \$150.

The product that is shipped to the customer may be new or refurbished but will be certified functionally equivalent to the original product and will be warranted for the remainder of the original warranty or ninety (90 days) whichever expires later.

ViewCast will bill the customer's credit card, then will credit the card when the RMA product is received by ViewCast.

The amount charged to the customer's credit card will be the current list price for the product plus expedited shipment charges over and above standard UPS Ground rates. The credit card will be charged at the time of shipment.

If the returned item is under warranty and received in undamaged condition, a credit will be issued to the credit card, excluding the advancement replacement charge and any expedited shipping charges. If the returned item is found to be out-of-warranty or damaged, the customer will also be charged the price to repair the product. Please reference the Out-of-Warranty repair section for applicable charges. ViewCast must receive the failed item within fifteen (15) business days from the date of the cross-shipment for domestic U.S. customers and thirty (30) days for International customers, or the cross-shipped item is considered purchased. No credits will be issued for items received past these deadlines.

RMA Repair and Test Procedures

All items returned under an RMA will be repaired, or at ViewCast's option replaced with either new or factory refurbished parts. If a returned product is determined to be damaged or misused, it will be handled according to the out-of-warranty policy below.

All repaired or replacement parts will have successfully passed the appropriate manufacturing quality assurance test procedures. These are the same tests that are utilized to verify "new build" parts as manufactured by Viewcast.

Out-of-Warranty repaired items carry a ninety (90) day warranty. In-Warranty repaired items are warranted for the remainder of the original warranty or ninety (90) days, whichever expires later.

RMA Closing Procedure

If ViewCast has not received the RMA requested items from the customer within thirty (30) days of the RMA assignment date, the RMA will be closed.



ViewCast will not accept any packages without an open, valid RMA number appearing on at least 2 surfaces on the box/packaging and reference to the RMA number on the shipper or air waybill.

Only the specific items listed on the RMA will be accepted. All other items will be returned to the customer at customer's expense.

After return shipment of a repaired/replacement part to the customer, ViewCast will close the RMA.

RMA Out-Of-Warranty

A product whose warranty period has expired or which has been damaged or misused may be determined to be out-of-warranty. If your product is determined to be out-of-warranty, the following guidelines are applied.

Repair or Replacement

At ViewCast's option, an out-of-warranty product may be repaired or replaced with new or refurbished parts for a fee. Products that have been damaged or misused may be deemed non-repairable at ViewCast's determination.

Out-of-warranty repaired or replaced items carry a 90-day warranty. All shipping costs for out-of-warranty repaired and/or replaced items are the responsibility of the customer.

Repair or Replacement Fees

Out-of-warranty products offered on the current ViewCast End User Price List will be repaired or replaced as determined below.

For Osprey board products a \$125.00 non refundable diagnostic fee is required to determine whether the board can be repaired.

If the product is repairable, the charge for repair will be 35% of the current customer list price. Discontinued product is priced per the chart Below. If the product can be repaired and the customer approves the charge the diagnostic fee will be credited towards the repair cost.



For system-level products a \$495.00 non-refundable diagnostic fee is required to determine whether the system can be repaired. System-level products include the following:

- Viewpoint VBX Video Distribution System
- Niagara Streaming Video Encoders
- Niagara Streaming Video Servers

If the product is repairable, the charge for repair will be 35% of the current customer list price. If the product can be repaired and the customer approves the charge, the diagnostic fee will be credited towards the repair cost. For discontinued systems pricing will be on a custom quote basis.

Discontinued Osprey products may be repaired or replaced at ViewCast’s option according to parts availability and following pricing schedule. Listing in this schedule does not guarantee that the product can or will be repaired/replaced.

Discontinued Products Model	List Price	Repair / Replacement Fee
Osprey 150	\$349	\$140
Osprey 200	\$199	\$125
Osprey 500 DV	\$949	\$380
Osprey 500 Pro	\$1,995	\$798
Osprey 500 DV Pro	\$1,995	\$798
Osprey 540	\$2,295	\$918
Osprey 1000	\$895	\$358
Osprey 1500	\$1,595	\$638
Osprey 2000 Analog	\$1,495	\$598
Osprey 2000 D DV	\$1,495	\$598
Osprey2000 D Pro	\$2,495	\$998
Osprey 2000 D DV Pro	\$2,495	\$998
Osprey 2000 DV Pro	\$4,495	\$1,798

Payment Method

Payment for out-of-warranty repairs can be made as follows:

- By credit card – Visa®, MasterCard®, American Express®, Discover®
- Money Order
- Cashier's Check
- Wire Transfer