

## **Terms and Conditions**

### **Calibration and Repair Services**

The purpose of this document is to identify and define the terms to be applied for services rendered by Connected Fibers for the client regarding equipment calibration and repair services. This document also clarifies client expectations as it would pertain to loan equipment or rental units. For transparency we also stipulate the location of factory service for our primary equipment offerings.

#### **Objective**

Our goal is to identify and correct any equipment issues and return the unit to its original factory specifications, or as close to them as possible, given other considerations such as mechanical wear on fixtures, or other features not yet needing replacement that will have some impact on performance. Services may include calibration to within the manufacturer's specifications when applicable. Calibration and Repair services also may include some general maintenance and cleaning, and recommendations for preventative replacement of parts that may be showing signs of wear.

#### **Satisfaction Guarantee**

Connected Fibers to our best ability will provide a satisfaction guarantee with any calibration or repair service provided. If for any reason the client does not believe the repair was adequate or to expectations, we will do our best to resolve the issue at our own expense to meet expectations for the services rendered and paid for by the client. If the issue is out of the scope of repair a quotation would need to be provided for any additional parts or services.

#### **Warranty**

The warranty for our repaired parts is 1 year. Warranty for labor is 90 Days after the repaired part malfunctions prematurely. We will not warranty damaged goods through what Connected Fibers deems as misuse or mishandling of the repaired items. We do not warranty against loss or damage caused in shipping. Damages should be handled with the freight carrier or liability insurance to cover the cost of repair or replacement.

#### **Terms of Sale**

To accurately quote a repair, we must first obtain a repair estimate after an initial analysis of what may be needing repair. This will require the technicians to open the equipment and review the problems before providing the estimate for the cost of repairs.

- I. For this purpose, we will need a serial number and a description of the issue, and/or service to be performed. Please contact our customer service team at (678) 389-4854 or email to [sales@connectedfibers.com](mailto:sales@connectedfibers.com) to begin this process.
- II. Connected Fibers will provide the RMA to the customer prior to the return of the unit.
- III. We will create a \$0.00 sales order to process the equipment into our system and to ensure the equipment is automatically returned to the customer after repair.
- IV. The generated RMA number shall be used as our reference moving forward.
- V. Once the client has an estimate of the expected charges, we will need a purchase order to be placed before we perform any additional work. In the case of Warranty repairs, a purchase order will not be necessary to proceed with the repairs.
- VI. Terms of the warranty service are defined by the OEMs and is typically a warranty period of 1 year, Parts and Labor included, unless otherwise specifically noted at the time of sale.

- VII. The process of evaluation requires labor time, and if the client decides not to repair the item they will be billed according to our engineering labor rate of \$200.00/hour for the duration of time professional services were rendered.
- VIII. If a client does not proceed for repair, there will also be an additional \$150.00 service fee to cover internal costs for processing the RMA in our system, handling materials, and logistics. This fee is always waived if the client is proceeding with the repair at the estimated cost.
- IX. For a warranty repair, if a loan unit is available, one may be dispatched temporarily during the repair period. Or we will prioritize and expedite the repair through expedited shipping methods and priority servicing.
- X. For calibration and out of warranty repair services, if a rental unit is available and offered, one may be quoted or included within the estimate of repairs.
- XI. Loan and Rental units are not always available depending on customer demand for these items.
- XII. Although we cannot guarantee a rental unit will be available, if the maintenance or calibration is scheduled in advance, we will do our best to accommodate the request.

**Customer Responsibilities**

- I. The customer will provide a contact who will be available during the inspection period.
- II. For out of warranty repairs and calibrations, the customer covers all shipping costs to and from Connected Fibers. With a purchase order, the customer must provide shipping account information, and specified shipping method. We can also bill the client pre-pay and add on freight charges.
- III. The customer shall issue a purchase order in a timely manner to not extend the duration of the OEM holding the unit in storage for an extended period of time.

**Location of Repair**

Depending on the piece of equipment, calibration will either be performed at Connected Fibers or by the original equipment manufacturer. Most notably, Connected Fibers is an authorized warranty repair service center for Data-Pixel products in North America. However, some repairs require specialty equipment and must be returned to Data-Pixel in France.

Here is a list of original Equipment Manufacturers we will engage for Technical Servicing under the guidance of Connected Fibers and on behalf of our customers.

OEM	Scope of Products	Repair Service Location	Type of Service
Connected Fibers	<b>Ovens:</b> 1Cure, 1Cure-VO, 1Cure-VS, 1Cure-VIX, <b>Dispensers:</b> 1Cure-Evolve MT	Connected Fibers Roswell, GA	Warranty & Factory Service, including calibration
Data-Pixel	<b>Interferometers:</b> DAISI, DAISI-MT, DAFFI, DAFFI-MT, 3Dscope <b>Visual Microscopes:</b> DScope, DScope-MT, DScope-MT LWD, Dscope-MT Mini, DScope-EFI, Dscope-EFI-C, Dscope PM, Koncentric, Koncentric APC, PM Aligner	Connected Fibers Roswell, GA  *Data-Pixel, Chavanod, France for DScope-MT or if necessary. **All flanges will be repaired at Data-Pixel.	Warranty & Factory Service, including calibration
Seikoh Giken	<b>Polishing Machines and Fixtures:</b> SFP-550 series, SFP-560A series	Seikoh Giken Co. Ltd. Chiba, Japan *Connected Fibers may perform calibration and repair for theSFP-	Warranty & Factory Service, including calibration

		550 series in Roswell, GA, but not a warranty service.	
Phenix Fiber Optics	<b>Mechanical Cleave Machines:</b> fibersect.multi, fibersect.single	Phenix Fiber Optics, Bozeman, MT	Warranty & Factory Service, including precision blade alignment
OpTek Systems	<b>Laser Cleave Machines:</b> LaserCleave-1500	OpTek Systems, Greenville, SC  *OpTek Systems, Oxford, UK, if necessary	Warranty & Factory Service, including precision optics alignment

### Freight

- If Connected Fibers returns the equipment to the OEM for repair, this cost is already embedded in the repair and calibration quote for estimated repairs.
- For returning equipment to Connected Fibers, please use expedited shipping if necessary and at the customer's own discretion.

Ship RMA's to:  
 Connected Fibers, LLC  
 1100 Northmeadow Parkway  
 Suite 150  
 Roswell, GA 30076

### Shipping Freight Accounts Preference

OEM	Carrier/Freight Type	Methods
Connected Fibers	FedEx or UPS (<150lbs)	Ground, 3 Day, 2 Day, Next Day, Next Day priority by 10am (do not use First Overnight)
Data-Pixel	FedEx or UPS (<150lbs)	Ground, 3 Day, 2 Day, Next Day, Next Day priority by 10am (do not use First Overnight)
Seikoh Giken	FedEx or UPS (<150lbs)	Ground, 3 Day, 2 Day, Next Day, Next Day priority by 10am (do not use First Overnight)
Phenix Fiber Optics	FedEx or UPS (<150lbs)	Ground, 3 Day, 2 Day, Next Day, Next Day priority by 10am (do not use First Overnight)
OpTek Systems	Customer Arranged Freight Carrier Pick-Up (Over 150lbs)	Shipped on Pallet by Truck with Lift gate only

### Payment Terms

Net 30 Days is our Standard Payment term.

To apply for terms please contact Ann Vales at [accounting@connectedfibers.com](mailto:accounting@connectedfibers.com)