

APR

ADVANCED PRODUCT REPLACEMENT SERVICE

OVERVIEW

APR is an optional support element that can be purchased for any Smartoptics product. All repairs or replacements are handled at Smartoptics centralized warehouse and production facility in Oslo, Norway. APR is purchased from date of shipment of goods and is available up to a maximum period of 7 years. Alternatively it can be renewed on an annual basis. APR provides a replacement part with same or similar functionality to the failed part.

CLAIM PROCEDURE

All claims need to be handled via the sales channel the goods were purchased from. In the first instance a remote diagnosis is carried out to establish an understanding of the situation. If there is a problem with the Smartoptics component, then an RMA form will be issued requesting further details about the component itself and the application environment. If after remote diagnosis it is deemed that the product needs to be replaced with an APR product, an RMA number is given so the part can be returned and the replacement products be dispatched. Shipping is usually then done latest next business day. If the product is under an up to date warranty then the replacement part will be shipped at zero cost. If the product is not covered by an up to date warranty, then the component will need to be purchased at the agreed purchase price.

To initiate the process, an email should be sent to sales@smartoptics.com with support@smartoptics.com and the responsible Sales Manager in the CC field.

APR PERIOD

The repaired or replaced product will then keep the remainder of its original warranty period. If for example, a product was returned 6 months in to a 24 month APR contract, the remaining period of the APR for that product is 18 months. APR is purchased from date of shipment of goods and is available up to a maximum period of 7 years. Product must already be under APR if an annual renewal is required.

SHIPPING

Customer is responsible for all shipping costs when the product is shipped to Smartoptics. Smartoptics is responsible for all shipping costs when returning the part back to customer.

ORDERING INFORMATION

| Part number | Description |
|-------------|--------------------------------------|
| SO-APR-x * | Advanced product Replacement Service |

* x = number of years for APR