



Two Technologies, Inc. Repair Policy

Warranty Products –Any product(s) under warranty* may be returned to Two Technologies, shipping pre-paid. Product(s) under warranty will be evaluated**, repaired and returned to the customer. Repair turn around time is typically 1-3 business days. Two Technologies will pay freight charges to return the repaired product.

Two Technologies warrants that its products are free from defects in materials and manufacturing. The warranty times for each product are as follows:

- Standard Computer Products – 12 Month Warranty
- JETT.ce Products – 24 Month Warranty
- Terminal Products – 36 Month Warranty

Non-Warranty Products – Any product manufactured by Two Technologies may be returned to us for repair, regardless of age and or condition. Two Technologies will evaluate the returned product(s) and provide our customer with a repair estimate. At the customer's option we will either repair the product(s) or return them un-repaired to origin. Customer is responsible for all shipping costs whether or not a repair is requested. A credit card or credit information must be supplied and approved before a repair will commence. A faxed copy of a purchase order is required for all repairs. If a repair estimate exceeds the cost of purchasing a new unit, we will recommend to replace the unit with a new one.

**Please note that abuse or improper use of the product(s) will not be covered under warranty. Examples of these are: Physically Broken Displays, Corrosion, Cut Cables, Liquid inside the unit, Reversed Polarity, Over Voltaging or any damage resulting from the unit being opened.*

***Any unit evaluated (warranty or non-warranty) that is deemed to be fully functional, will be charged a diagnostic fee of \$50.00.*

All replaced parts are covered for 90 days from the date of repair. If a problem should arise with those parts within the allotted time, product(s) may be returned for evaluation.

Customers must contact MicroSurvey Software, Inc. at 1-800-668-3312 to set up RMA before returning any units to Two Technologies for repair.

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