

DG Technology's Warranty, Trade-In & Maintenance Agreement Policy

DG 12 Month Standard Warranty Coverage

Dearborn Group (DG) network communication analyzers/interfaces and development tool Products hardware (plus directly associated accessories and peripherals, but not including parts and supplies), are warranted against defects in materials and workmanship. This warranty applies for 1 year following date of shipment (unless specifically stated otherwise in the product specification).

DG will, at its option, repair or replace, at no cost to the customer, products which prove to be defective during the warranty period, provided the defect or failure is not due to misuse, abuse, or alteration of the product. The customer is responsible for shipment of the defective product to DG.

A Return Merchandise Authorization (RMA) number must be issued to the customer from our Technical Support Department (248.488.2080) and must be included with the product being returned. The purpose of the RMA is to track the product in the computer system once it is reserved.

DG Extended Warranty Option

The 1 year warranty can be extended at 12, 18, or 24 month intervals. Please contact DG Sales at 248.488.2080, or email sales@dgtech.com for more details.

DG Trade-In Policy

DG will take your old product as a trade-in for a new product. The amount of credit is determined by the product. Please contact DG Sales at 248.488.2080, or email sales@dgtech.com for more details.

DG Maintenance Agreement and Warranty Extension - Package Deal

A Maintenance Agreement (MA) is designed as long-range coverage meant to protect the buyer for the following items: (Note that Maintenance Agreement Options do not include hardware changes).

- 1) It provides the customer a legal copy of the download program to update the flash of the DG products they own.
- 2) Can be used anywhere within the company at a single site or at multiple sites as negotiated.
- 3) It gives the customer a point and click interface for the DLL (to item #1 listed above), that offers the ability to select and download the .hex file (firmware downloaded into the DG product).
- 4) It provides the customer the rights to all the firmware for all of the DG products they own.
- 5) It provides the customer the rights to the driver for all of the DG products they own.
- 6) Customers that have developed their own software can control their customer support calls.

Pro-active provisions to the customer:

- 1) Notification of all new driver releases.
- 2) Notification of all new firmware releases.
- 3) New releases posted on the DG web site with a password for allowing customers access to the releases they want.