



Terms and Conditions

DEAD ON ARRIVAL

(DOA) System Failure Out of the Box: AESG Inc. serviced hardware is considered DOA if it shows symptoms of a hardware failure, preventing basic operability, upon its first use out of the box. If you believe that your product is DOA, please call AESG Inc. at 1-757-631-3026 within 30 calendar days of the invoice date. An AESG Inc. Technician will determine whether the product is DOA and will provide the procedure for returning the DOA product. Refurbished Products: If an AESG Inc. Certified Refurbished product is deemed DOA by a AESG Inc. technician within 30 days of the invoice date, the product that you ordered will be repaired and shipped to you at our expense. Service: If a product you have serviced by AESG Inc. is deemed DOA by an AESG Inc. technician within 30 days of the invoice date we will refund the cost of the repair less parts and shipping.

DOA TERMS AND CONDITIONS

This DOA policy applies only to AESG Inc. serviced hardware and Certified Refurbished products. AESG Inc. reserves the right to determine whether or not this policy applies. If the product is deemed DOA by an AESG Inc. technician more than 30 calendar days after the invoice date, AESG Inc.'s standard product limited warranty will apply. If the product is deemed by an AESG Inc. technician NOT to be DOA, AESG Inc.'s standard repair warranty will apply. AESG Inc. reserves the right to test returned DOA products. If the condition of the product is misrepresented by the customer, AESG Inc. may impose up to 50% of the original agreed amount as a handling fee. Shipping will be arranged at the customer's expense.

PRICES

AESG Inc. endeavors to offer you competitive prices on products, services and selected AESG Inc. Certified Refurbished products. Your total order price will include the price of the repair or product (on the day of shipping) plus any applicable sales tax and shipping charges. AESG Inc. reserves the right to change prices for products and services at any time. AESG will provide an estimate on expected repair costs after an initial evaluation. Should AESG Inc. determine that the cost of repair is significantly greater than the original quote, you will be notified and the option of continuing with a revised quote will be available.

REPAIR LEAD TIME

Repair lead time is the estimated length of time it will take us to evaluate your product, order appropriate spare parts if not already in stock, the actual repair and test time as well as re-package your product. Shipping time is the length of time it will take for the package to travel from our facility to your shipping address. AESG Inc. makes every effort to ship your product according to the estimated lead times provided. The estimated lead times are in business days (Monday through Friday) excluding Federal Reserve holidays. Lead times will begin the following business day after receiving your product. Although every effort is made to ship your order

according to the lead time provided, shipping dates may change due to unforeseen circumstances. If the lead time changes, AESG Inc. will contact you via email and provide a revised shipping estimate. We encourage you to contact AESG Inc. at fvanella@aes-g.com for order status information.

EXPEDITED REPAIR

A request for an expedited repair can be accommodated. Expedites should be requested when an RMA request is made. Expedites incur an additional fee. Generally all expedites have a 3 business day turnaround, following receipt of product, however in some cases expedite turnaround time may be dependent on the condition of the product and the availability of parts.

LIMITED REPAIR WARRANTY

AESG Inc. Serviced Products: Repairs performed by AESG Inc. are covered for 90 days labor for the repair service performed. Replacement parts installed by AESG Inc will be covered for 90 days as well. The warranty does not cover component failures within the serviced product not related to the original repair. Upon a failure of a repaired product within the 90 day warranty period, please contact AESG Inc. Technical Support at fvanella@aes-g.com or phone 1-757-631-3026. AESG Inc.'s Limited Warranty does not apply to products that are not AESG Inc. serviced, even if packaged or sold with AESG Inc. products.

REFURBISHED PRODUCT WARRANTY

All AESG Inc. Certified Refurbished products carry a 6 month Limited Warranty against part failure and workmanship. Note! A 1 year Limited Warranty is provided at an additional cost or as negotiated with a particular customer. AESG Inc. does not refund or absorb the cost of shipping. Please note that AESG Inc. does not permit the return of or offer refunds if: controllers, robots, pre-aligners and any product with a broken "tamper tag". NOTE: AESG Inc. recommends that you (1) use a carrier that offers shipment tracking for all shipments and (2) use shock and/or tilt watch identifiers (3) insure your package for safe shipment to AESG Inc. and declare the full value of the shipment so that you are completely protected if the shipment is lost or damaged in transit. If you choose not to (1) use a carrier that offers tracking (2) use shock and/or tilt watch identifiers (3) insure or declare the full value of the product, you will be responsible for any loss or damage to the product during shipping.

CUSTOM-CONFIGURED PRODUCT

We are pleased to offer custom-configuration for some robot products, and we encourage you to review your requirements carefully. Once the product is re-configured to your specifications, the order cannot be changed, modified, or canceled.

PAYMENT METHODS

Purchase Order: AESG Inc. will accept a Company Purchase Order with approved credit. Payment terms are NET 30 days. AESG Inc. accepts business checks, cashier's checks and money orders and Paypal as valid forms of payment.

Pre-paid or COD: New customers without a credit history with AESG Inc. will be required to pay prior to shipment with a cashier's check or money order payable to AESG Inc. and include your invoice number and/or a copy of your order. Please mail your payment to: AESG Inc. 423 S. Lynnhaven Road, Suite 103, Virginia Beach, VA 23452. Please allow 1 business day for order processing after AESG Inc. receives your payment.

TAX-EXEMPT ORDERS

If your order is being placed on behalf of a tax-exempt organization or individual, please call AESG Inc. at 1-757-631-3026. Be prepared to provide proof of state tax-exempt status for the state where the product is being shipped. The organization or individual name on the order must exactly match the state tax-exempt certificate. Federal tax exemption certificates are not accepted.

SHIPPING COSTS

AESG Inc. does not absorb the costs of shipping on any product or serviced item to or from our repair facilities. The shipping costs will be the responsibility of the owner. Shipping of contaminated materials is prohibited by federal law and a decontamination certificate must accompany any previously contaminated equipment.

OTHER TERMS AND CONDITIONS

AESG Inc. is not responsible for typographical errors. AESG Inc. reserves the right to change the terms and conditions of any policy at any time. All sales are governed by Virginia law, without giving effect to its conflict of law provisions. No AESG Inc. employee or agent has the authority to vary any of AESG Inc.'s' policies or the terms and conditions governing any sale.

HOURS OF OPERATION

AESG Inc. is available to assist you between the hours of 8 a.m. and 5 p.m. EST Monday through Friday, at 1-757-631-3026. For product and pricing information or order status please contact fvanella@aes-g.com.