

## Summit's Standard Return Policy

- An RMA number is required for all returns.
- No returns on custom or special order items.
- Some returns subject to manufactures' return policies.
- Returned merchandise is subject to a minimum 15% restocking fee.
- Lamps may be returned for exchange only.

## Summit's Standard Warranty

- SUMMIT warrants workmanship and installation for a period of 90 days after final completion of work. Manufacturers' warranties for individual pieces of equipment may exceed this 90 day period, however, this does not include onsite service of said equipment, and any troubleshooting or removal/re-installation required will be charged on a "time and materials" basis. Loaner equipment is not available unless otherwise specified in the scope of work. Additional warranty and service options are available and are defined in the "Maintenance" or "Service Plans" sections of this scope.
- SUMMIT cannot be responsible for the operation, performance or warranty of equipment outside this contract. SUMMIT does not warrant that equipment supplied by others (such as laptop PCs or media transports brought in by vendors, customers, etc.) can be connected or will function properly except as specified by the project documentation.
- SUMMIT cannot be responsible for the functionality of owner furnished equipment (O.F.E.) integrated into a project. Our scope assumes that all O.F.E. is in fully functional condition and able to be used in the capacity required to meet the needs of the system or room in which it is to be used.
- SUMMIT will provide the customer with complete and detailed documentation for the project. This includes: as-built drawings and control code. All documentation will be provided in electronic form unless otherwise specified.
- SUMMIT will provide a binder with all operation manuals.
- SUMMIT will provide basic training for operation of the installed system. Additional training and/or documentation may be requested or required and will be defined in the scope of work for the project.
- SUMMIT will acquire, assemble, deliver and test all specified equipment and components to provide you with a fully functional system.
- SUMMIT will take every reasonable measure to insure projectors, screens and other display devices are mounted in a stable fashion and display a static image; however we will not be responsible for uncontrolled structural vibrations which may adversely affect the proper functionality of installed equipment.