

The general operating policies for handling warranty and non-warranty returns of INEX/ZAMIR products are as shown below.

**Repairs during the Warranty Period**

To request repair services on INEX/ZAMIR products within the warranty period, please contact INEX/ZAMIR Technical Support for assistance in determining the nature of the problem and the appropriate action. A **Return Material Authorization** (RMA) number will be assigned and procedures for shipment to the INEX/ZAMIR Service Center will be provided. Items should be returned to INEX/ZAMIR freight prepaid. INEX/ZAMIR will pay standard overland freight costs when returning repaired or replaced equipment covered under warranty to the customer.

**Out of Warranty Repairs**

To request repair services on an INEX/ZAMIR product no longer covered under warranty, or if you are uncertain of warranty coverage, contact INEX/ZAMIR Technical Support to determine the nature of the problem and warranty status. A **Return Material Authorization** (RMA) number will be assigned and procedures for shipment to the INEX/ZAMIR Service Center will be provided. Out of Warranty repair items should be sent freight prepaid.

An estimate of the repair charges will be determined based on a labor rate of \$75/hour plus parts and return freight. You will be notified of that estimate upon completion of the evaluation process. A decision to repair the item requires payment or a purchase order for the estimated repair charge prior to the repair work being completed. Should the actual repair cost exceed the estimate by greater than 10%, notification will be given to you for further approval. An evaluation charge of \$75 will be applied to returns received that are out of warranty.

**Contact Information for INEX/ZAMIR Service**

To request repair services contact the appropriate INEX/ZAMIR office:

North America, Latin America, Caribbean

INEX/ZAMIR  
10870 Murdock Drive  
Knoxville, TN 37932 , USA  
+1 865-671-1400

Europe, Middle East, Africa, Asia and Pacific Rim

INEX/ZAMIR  
Jerusalem Technology Park  
Building 1/22  
IL-96951 Jerusalem, Israel  
+972 2 679 7460