

REPAIR POLICY FOR DISCONTINUED AUDIO PANELS

PS Engineering, Inc. is committed to the ongoing support, service, and repair of our legacy units and endeavors to provide cost effective repairs that can provide an extended service life for as long as practical.

Rapid obsolescence of electronic components used to repair these legacy units is a significant issue. PS Engineering wants to provide our customers with a reasonable approach in determining if the unit is worth repairing. This repair policy is probably the most customer friendly repair policy in the industry. We do not want to charge an amount for a repair that could be considered inappropriate. This policy is to provide our customer a reasonable approach to the repair discontinued units.

There will be a non-refundable repair estimate fee of \$199.95 for discontinued audio panels that are sent in for repair under our Return Material Authority (RMA) process. This Repair Policy is intended to give our customers necessary information in order to make an informed decision to repair or not repair the discontinued or legacy units.

If the unit is determined not to be repairable, the unit will be returned in the same condition as it was sent in and there will be no refund of the repair estimate fee. If the unit can be repaired, the customer will be informed of the cost to repair and the customer will determine if they want to proceed with repair or have the unit returned in the same condition as it arrived at PS Engineering.

In the case the unit is deemed non-repairable or the customer decides not to proceed with repair, the unit will be returned and the repair fee will be forfeited.

If the customer decides to purchase a new replacement unit, the \$199.95 repair estimate fee can then be applied to this purchase from an authorized PS Engineering dealer.

If you have any questions regarding our discontinued audio panel repair policy, please contact us at 865-988-9800.