



February 29, 2008

Dear Sir/Madam,

This is to reaffirm and clarify GinSan Industries product return policy.

We frequently have products returned to us with no prior contact from the returnee or any description of product defect. As I'm sure you can appreciate, this presents a challenge in both identifying the reason for return and processing the returned items in a timely manner.

All products returned to GinSan Industries for warranty evaluation and/or repair must be accompanied by a completed [Returned Material Authorization \(RMA\) form](#). To complete this form you *must* contact GinSan Industries for an RMA number. At the time of contact you will be asked for current shipping and contact information, description of defect, and current method of payment (account number, Visa, or MasterCard). GinSan can be contacted at 1-800-446-7267 between the hours of 8:00 AM and 5:00 PM Eastern Standard Time.

Each RMA number is good for 90 days. If you have not used your RMA number in that time, you will have to call for a new RMA number.

These steps *must* be completed for any and all products returned to GinSan in order to ensure timely disposition of your return.

GinSan has a testing fee for all products that are outside of the warranty period. If the product is determined to be in a repairable condition, the testing fee will be waived and the cost of repair will be charged. For any products that are returned within the appropriate warranty period that are found to be without defect, the testing fee will be charged.

Effective March 1<sup>st</sup>, 2008 GinSan's labor rate for repairs will be \$65 per hour, \$32.50 per half hour and the testing fee will be \$15.

All warranty decisions are at the sole discretion of GinSan Industries and are final.

Thank you for your cooperation

GinSan Industries