

Blonder Tongue Return Material Authorization Policy

A Return Material Authorization (RMA) Number Is Required On All Product Returns (Regardless if Product is Being Returned for Repair or Credit)

Product Received at the Blonder Tongue Factory Without an RMA Number will be Returned to Sender

RMA numbers must be used when returning product for credit or repair. Use of RMA numbers will ensure efficient processing. When returning product to Blonder Tongue, please follow the simple steps below (in the order that they appear):

SERVICE REPAIRS ONLY

1. Fill out the Product Return Authorization Form indicating product information. Repair items do not require original invoice information, but it is helpful in determining warranty eligibility.
2. Contact Blonder Tongue Service Department in one of three ways:
 - 1) e-mail to: **returns@blondertongue.com** (recommended method) Include all of the information from the Product Authorization Form. or,
 - 2) Fax the Product Authorization Form to: **1-732-679-4022** or,
 - 3) Call Blonder Tongue Service Department at: **1-800-523-6049; Ext. 4256**
3. After completing Steps 1 & 2, an RMA number will be assigned to you.
4. Securely pack the product and mark the box with your RMA #. If shipping multiple boxes, all boxes should be marked with the RMA #. The RMA # must be placed near your return address in large, bold print (approximately 2" in height). Please see the address label below as an example of the relative size and location of the RMA #.

Sample Address Label with RMA #

John Smith ABC Company 123 Smith Street Anytown, USA 00000	RMA#1234
BLONDER TONGUE LABORATORIES, INC. ONE JAKE BROWN ROAD OLD BRIDGE, NJ 08857	
Attn: PRODUCT RETURNS	

CREDIT RETURNS ONLY

1. Fill out the Product Return Authorization Form indicating product information. **Product being returned for credit must include original invoice information.**
2. Contact Blonder Tongue Customer Service in one of two ways:
 - 1) Fax the Product Authorization Form to: **1-800-336-6295** or,
 - 2) Call Blonder Tongue Customer Service at: **1-800-523-6049**
3. After completing Steps 1 & 2, an RMA number will be assigned and an Orange Credit Return Label will be mailed to you.
4. Upon receipt of the Orange Credit Return Label, securely pack the product (in the original box, if available) and **place the Orange Credit Return Label(s) on the box(s).**

Orange Credit Return Label

From: _____	RMA#1234

BLONDER TONGUE LABORATORIES, INC. ONE JAKE BROWN ROAD OLD BRIDGE, NJ 08857	
Attn: CREDIT RETURN DEPT.	

5. Send your returns to:

Blonder Tongue Laboratories, Inc.
One Jake Brown Road
Old Bridge, NJ 08857
Attn: Product Returns

6. All shipments are to be pre-paid by the sender. **No COD's will be accepted.**

Blonder Tongue Return Material Authorization (RMA) Form

Service Repair Policy

Blonder Tongue product may be returned for repair under the following conditions:

1. Please contact Blonder Tongue Service Dept. to obtain an RMA #.
2. Please supply requested information to verify warranty coverage.

Any shipments received by Blonder Tongue without an RMA# will be refused.

Credit Return Policy

Blonder Tongue products may be returned for credit under the following conditions:

1. Products are unused and undamaged.
2. Products are accompanied by a one dollar (new purchase) for one dollar (credit return) order.
3. Products were purchased **within one year from credit return date** and are in a current catalog.
4. Products are subject to a 10% restocking charge, plus \$10.00 per RMA and \$2.00 per line item.
5. Products that are custom made are subject to an additional charge for conversion of not less than 20% and not more than 50% of the FFP price.
6. Products that require factory repacking are subject to an additional charge for material and labor.
7. Please contact Blonder Tongue Customer Service to obtain an RMA# and an Orange RMA Label.

Any shipments received by Blonder Tongue without an RMA# and an Orange Credit Return Label will be refused.

Note: Products that are judged by Blonder Tongue Laboratories, Inc. upon receipt as being unacceptable for credit shall be returned to sender.

SHIPPING INSTRUCTIONS

1. Make Sure to Obtain an RMA# (and an Orange Credit Return Label, where applicable) and mark box(s) accordingly
2. Ship Only Items Authorized
3. Enclose Packing Slip & Product Return Authorization Form
4. Ship Prepaid Only to:

**Product Returns
Blonder Tongue Labs, Inc.
One Jake Brown Road
Old Bridge, NJ 08857**

Company: _____ Contact Name: _____
 Address: _____
 City: _____ State: _____ Zip Code: _____
 Phone #: _____ Fax #: _____
 email address (if applicable): _____

RMA# _____ Date _____

(To be supplied by Blonder Tongue)

Reason For Return (Check One) Return for Credit Repair

Qty.	BT Stock No.	Description	P.O. #	P.O. Date

Reason why product is being returned:

Customer Signature: _____ Date _____

**For Credit Returns
Fax Customer Service @800-336-6295**

**For Repairs
Fax Service @ 732-679-4022**

IMPORTANT

**Original product invoice date(s) cannot exceed 12 months.
RMA VOID if not used within one (1) year from issue date.**

Blonder Tongue Limited Warranty

Blonder Tongue Laboratories, Inc. (BT) will at its sole option, either repair or replace (with a new or factory reconditioned product, as BT may determine) any product manufactured by BT which proves to be defective in materials or workmanship or fails to meet the specifications which are in effect on the date of shipment or such other specifications as may have been expressly agreed upon in writing (i) for a period of one (1) year from the date of original purchase (or such shorter period of time as may be set forth in the license agreement specific to the particular software being licensed), with respect to iCentral™ (hardware and software) and all other software products (including embedded software) licensed from BT, (ii) for a period of one (1) year from the date of original purchase, with respect to all MegaPort products and fiber optics receivers, transmitters, couplers and integrated receivers/distribution amplifiers (including TRAILBLAZER™, RETRO-LINX™ and TWIN STAR™ products) as well as for VideoCipher® & DigiCipher® satellite receivers, and (iii) for a period of three (3) years from the date of original purchase, with respect to all other BT products. Notwithstanding the foregoing, in some cases, the warranty on certain proprietary sub-assembly modules manufactured by third-party vendors and contained in BT products and on certain private-label products manufactured by third-parties for resale by BT are of shorter duration or otherwise more limited than the standard BT limited warranty. In such cases, BT's warranty with respect to such third-party proprietary sub-assembly modules and private-label products will be limited to the duration and other terms of such third-party vendor's warranty. In addition, certain products, that are not manufactured but are resold by BT, carry the original OEM warranty for that product. The limited warranty set forth in this paragraph does not apply to any product sold by BT, which at the time of sale constituted a Closeout Product.

BT will at its sole option, either repair or replace (with a new or factory reconditioned product, as BT may determine) any product sold by BT which at the time of sale constituted a closeout item ("Closeout Product"), which proves to be defective in materials or workmanship or fails to meet the specifications which are in effect on the date of shipment or such other specifications as may have been expressly agreed upon in writing, for a period of ninety (90) days from the date of original purchase. Notwithstanding the foregoing, in some cases, the warranty on third party software and on certain proprietary sub-assembly modules manufactured by third-party vendors and contained in BT products and on certain private-label products manufactured by third-parties for resale by BT are of shorter duration or otherwise more limited than the BT limited warranty for Closeout Products. In such cases, BT's warranty for Closeout Products constituting such third party software, third-party proprietary sub-assembly modules and private-label products will be limited to the duration and other terms of such third-party vendor's warranty. In addition, notwithstanding the foregoing, (i) certain Closeout Products that are not manufactured (but are resold) by BT, carry the original OEM warranty for such products, which may be longer or shorter than the BT limited warranty for Closeout Products. All sales of Closeout Products are final.

To obtain service under this warranty, the defective product, together with a copy of the sales receipt or other satisfactory proof of purchase and a brief description of the defect, must be shipped freight prepaid to: Blonder Tongue Laboratories, Inc., One Jake Brown Road, Old Bridge, New Jersey 08857.

This warranty does not cover damage resulting from (i) use or installation other than in strict accordance with manufacturer's written instructions, (ii) disassembly or repair by someone other than the manufacturer or a manufacturer-authorized repair center, (iii) misuse, misapplication or abuse, (iv) alteration, (v) lack of reasonable care or (vi) wind, ice, snow, rain, lightning, or any other weather conditions or acts of God.

OTHER THAN THE WARRANTIES SET FORTH ABOVE, BT MAKES NO OTHER WARRANTIES OR REPRESENTATIONS OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE CONDITION, DESCRIPTION, FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY OR AS TO ANY OTHER MATTER, AND SUCH WARRANTIES SUPERSEDE ANY ORAL OR WRITTEN WARRANTIES OR REPRESENTATIONS MADE OR IMPLIED BY BT OR BY ANY OF BT'S EMPLOYEES OR REPRESENTATIVES, OR IN ANY OF BT'S BROCHURES, MANUALS, CATALOGS, LITERATURE OR OTHER MATERIALS. IN ALL CASES, BUYER'S SOLE AND EXCLUSIVE REMEDY AND BT'S SOLE OBLIGATION FOR ANY BREACH OF THE WARRANTIES CONTAINED HEREIN SHALL BE LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE PRODUCT F.O.B. SHIPPING POINT, AS BT IN ITS SOLE DISCRETION SHALL DETERMINE. BT SHALL IN NO EVENT AND UNDER NO CIRCUMSTANCES BE LIABLE OR RESPONSIBLE FOR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL, PUNITIVE, DIRECT OR SPECIAL DAMAGES BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT LIABILITY OR OTHERWISE OR ANY OTHER LEGAL THEORY ARISING DIRECTLY OR INDIRECTLY FROM THE SALE, USE, INSTALLATION OR FAILURE OF ANY PRODUCT ACQUIRED BY BUYER FROM BT.

All claims for shortages, defects and non-conforming goods must be made by Buyer in writing within five (5) days of receipt of merchandise, which writing shall state with particularity all material facts, concerning the claim then known to Buyer. Upon any such complaint, Buyer shall hold the goods complained of intact and duly protected, for a period of up to sixty (60) days. Upon the request of BT, Buyer shall ship such allegedly nonconforming or defective goods, freight prepaid to BT for examination by BT's inspection department and verification of the defect. BT, at its option, will either repair, replace or issue a credit for products determined to be defective. BT's liability and responsibility for defective products is specifically limited to the defective item or to credit towards the original billing. All such replacements by BT shall be made free of charge f.o.b. the delivery point called for in the original order. Products for which replacement has been made under the provisions of this clause shall become the property of BT. Under no circumstances are products to be returned to BT without BT's prior written authorization. BT reserves the right to scrap any unauthorized returns on a no-credit basis. Any actions for breach of this contract must be commenced by Buyer within thirteen (13) months after the cause of action has accrued. A copy of BT's standard terms and conditions of sale, including the limited warranty, is available from BT upon request. Copies of the limited warranties covering third-party proprietary sub-assembly modules and private-label products manufactured by third-parties are also available from BT on request. VideoCipher® & DigiCipher® are registered trademarks of Motorola Corp.