



BE Customer Care Plan

Broadcast Electronics introduces our Customer Care Plan, which now offers six options to replace or repair most BE and Marti equipment.

The new plan enhances our industry leading customer service program with even faster repair response times, longer warranty protection, and a reduction of phone calls. Under the new plan customers may choose from the following product support options:

Purchase New Product

- Customers have the option to purchase individual spares or sub-assemblies to maintain their BE product.
- Newly purchased individual spares or sub-assemblies come with a standard three month warranty.
- The customer is responsible for all freight charges.

Purchase Refurbished Product

- Customers have the option to purchase individual spares or sub-assemblies to maintain their BE product. Refurbished list prices are 20% - 50% off of new list prices.
- Refurbished spares or sub-assemblies come with a standard three month warranty.
- The customer is responsible for all freight charges.

In-warranty Advance Replacement

- On those situations where product is found to be defective, while covered under **BE's Product Warranty**, BE will send a replacement unit at no charge. Warranty replacements are dependent upon the serial number and must be provided at time of the service request.
- Once the replacement unit is received at the customer's location, the faulty unit must be returned (FOB customer) to BE within 30 days. Non-return of a faulty unit within 30 days will result in customer responsibility to pay the invoice for the replacement unit.
- BE reserves the right to provide either new or reconditioned replacement units.

Non-warranty Flat Rate Replacement

- On those situations where product is found to be defective, while NOT covered under **BE's Product Warranty**, BE will send a replacement unit at a nominal charge. When the replacement unit is shipped, an invoice for the full amount of the replacement unit is processed.
- Once the replacement unit is received at the customer's location, the faulty unit must be returned to BE within 30 days. When the faulty unit is returned to BE, a credit of up to 60% will be applied against your account. Non-return of a faulty unit within 30 days will result in customer responsibility to pay the invoice for the replacement unit.
- BE reserves the right to provide either new or reconditioned replacement units. The customer is responsible for all freight charges.

In-Warranty Repair and Return

- On those situations where product is found to be defective, while covered under **BE's Product Warranty**, customers have the option to send (FOB customer) the equipment in for warranty repair.

- o Please note that turn-around times for non-expedited repairs vary, and while we are sensitive to rush requests, repair time cannot be guaranteed. Our typical average repair turn-around time is 10 working days.
- o BE reserves the right to repair equipment under warranty with new or reconditioned equipment or parts.

Non-warranty Repair Policy

- o Customers may send most out-of-warranty equipment in for repair; contact BE Technical Services to determine if your product is still supported.
- o The BE Repair Center will charge an evaluation and processing fee for each repair; this fee will include the first hour of repair labor free of charge, however, each additional hour of labor will be billed in ½ hour increments.
- o When you choose BE to repair your item, you will receive a 25% discount on all parts used to refurbish your product.
- o If you need your item repaired in hurry, we've got you covered! With BE's expedited repair option, we will guarantee that your item will be repaired within two business days. Please note that turn-around times for non-expedited repairs vary, and while we are sensitive to rush requests, repair time cannot be guaranteed. Our typical average repair turn-around time is 10 working days.
- o You want the security of an extended warranty for your repair? We have an option for that too! Qualifying units are eligible for an additional one year of full warranty, above and beyond the standard three month warranty. Contact BE Technical Services to determine if your product is eligible for extended warranty coverage.
- o The customer is responsible for all freight charges.

BE does offer extended warranty packages. Please contact your Sales Manager about these options and costs.

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