

Equipment Repair Agreement

RMA Instructions:

Step 1	Read the Terms & Conditions .
Step 2	Review the ScanVision Self-Inspection sheet on page 2 if applicable.
Step 3	Print and sign the last page of this agreement indicating your acknowledgment to all terms and conditions.
Step 4	Read the Shipping Instructions below thoroughly and package your devices.
Step 5	Place the signed agreement inside your repair box being shipped to us.
Step 6	Please write your RMA number on at least 2 sides on the outside of your package.
Step 7	Ship your devices & agreement to: Precision Biometrics, Inc. Attention: Repairs 13545 Erickson Place NE, #200 Seattle, WA 98125

Terms & Conditions:

- All equipment repairs must be accompanied with this agreement, signed, with your RMA number issued by Precision Biometrics (PBI) written on the top right corner.
- Equipment received without this form will not be processed.
- Repairs begin in the order they are received. If you require expedited service, there will be a \$50 fee.
- When repairs are complete, a final invoice will be emailed to you. Payment is due on receipt. Your devices will not be returned until payment has been processed.
- Repairs not claimed/payed for after 6 months will be considered abandoned and will become property of PBI.

Warranty Repair:

- Devices purchased within 1 year are considered under warranty.
- When your devices arrive, we will assess to see if you have in any way voided your warranty, i.e. opened device, water damage and improper battery usage. Also, excessive build-up, corrosion, or rust to the signal post.
- If it is determined that your devices are still under warranty, all repair costs will be covered.
- You will only be responsible for the cost of shipping to us.
- PBI will cover the return shipping cost via FedEx Ground.
- Expedited shipping requests will be at the customer's expense.

Non-Warranty Repair:

- All non-warranty repairs are subject to a \$95.00 diagnostic fee.
- After your devices have been inspected, we will email you a quote with repair details and costs which will require your authorization before repairs begin.
- All shipping costs are at the customer's expense.



MyoVision/Precision Biometrics

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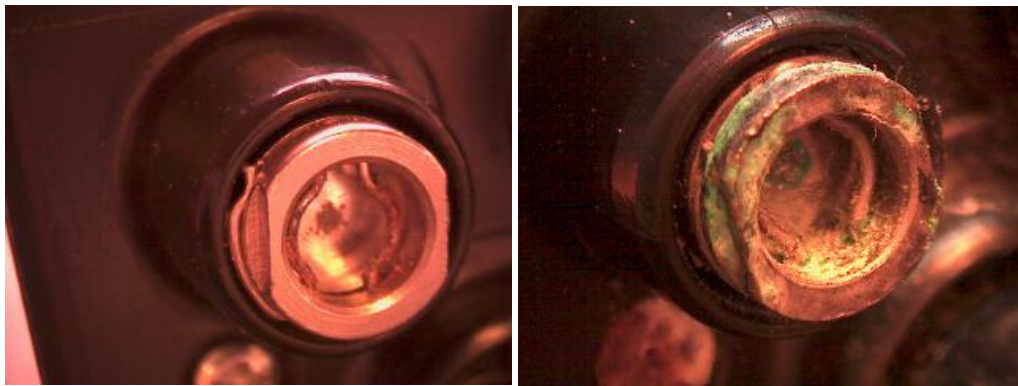
ScanVision Self-Inspection:

The signal and ground post are important components of your ScanVision sEMG. Any build-up, corrosion or rust will affect the electrical impedance between the post and electrode leading to inaccurate and/or high readings. Devices received with dirty or damaged posts will be subject to a deep cleaning fee, complete post replacement or full refurbishment of the devices. To get a better understanding of what your repair costs will be, remove your electrodes, and compare your posts to the pictures below.

If your posts look like this, they are in good condition.



If your posts look like this, they are in bad condition and will need to be replaced.



Deep cleaning:	\$50.00
Post replacement:	\$500.00
Device refurbishment:	\$1795.00

If you do not agree to the repair(s) and cost, you must acknowledge that your device will not meet the specifications provided by the manufacturer and assume all risk and liability associated with your instrument being out of specification.



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Shipping Instructions:

- Please ship your system hub (**SoloVision** or **PhysioMonitor**) with your broken devices, as well as any necessary cables.
- If you are sending in your **ScanVisions** or **FlexVisions**, please ship both as they are considered a pair.
- Your system should be shipped in the original case to prevent damage.
- If the original case is not available, we recommend using shipping foam or bubble wrap to protect your devices with at least 1 inch of padding space to the outside of the box.
- Ship using a traceable carrier, i.e. FedEx, UPS, DHL or USPS Certified Mail, and keep tracking info for your records.
- Any damage(s) incurred during shipping due to insufficient packaging will be at the customer's expense.
- For more packing info, follow this guide from FedEx for proper packing methods:
<http://www.fedex.com/us/service-guide/our-services/package-shipment/index.html>

International Shipments:

- Register your merchandise in your country to avoid paying additional duties on the return shipment. You will want to include the serial numbers of your devices on the packing slip.
- The repair value is dutiable and is the responsibility of the customer.
- Use HS Code 9801.00.1012
- The description should read "Return for Repair."
- PBI will not be held responsible for any taxes/duties to send the items in for repair or back to the customer unless it is a warranty repair item.

By typing/signing your name below, you acknowledge and agree to all the terms and conditions stated in this agreement.

Signature for repair authorization

Date

Place your signed agreement inside your repair shipment.



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