

YOST ENGINEERING, INC. (YEI) WARRANTY, RETURNS AND SUPPORT

Limited Product Warranty

YEI warrants the media and hardware on which products are furnished to be free from defects in materials and workmanship under normal use for sixty (60) days from the date of delivery. No warranties exist for any misuse. YEI will repair or replace any defective product which is returned within this time period.

Consumer Returns

Software may be returned within 30 days of delivery, for credit or refund, only if un-opened and uninstalled. Shipping charges are not refundable. Note that free software trials and demos for evaluation purposes may be obtained by contacting our office or visiting www.YostEngineering.com.

Hardware may be returned within 30 days of delivery, for credit or refund, only if unopened and unused. Items that are pre-assembled or built with custom features may not be returned, except in accordance with the Limited Product Warranty. Shipping charges and assembly charges are not refundable. If hardware has been opened and/or used and is returned within 30 days of delivery, a partial refund may be provided. Partial refunds include the purchase price, less shipping, less a 15% re-stocking fee, less the charges for any parts or materials which are deemed not resaleable due to damage, wear, dirt or other loss of merchantability.

Any quantity discount granted on the original sale will be adjusted when returns are processed, and lost discounts will be deducted from the refund amount.

Distributor Returns

All returns must be made to the original point of sale. YEI does not provide consumer refunds for sales made through distributors or other third-party vendors. No returns are accepted from distributors without prior written agreement.

School Bookstore Returns

Products which will be stocked in school bookstores for sale as part of course materials may be returned for credit within 60 days after the start of the class, as long as the materials are unopened and unused. Shipping charges are not refundable. Opened or used products will be treated in accordance with the Consumer Return policy above.

Hardware and Software Support

All products include telephone (toll-free in the USA) and email support. This includes general questions about software installation, upgrades, program use and troubleshooting, hardware use, device programming, kit assembly, and troubleshooting. Software also includes web, email, and telephone-based training. Subscription-based products are supported at no charge only during the period of the subscription.

Hardware Repairs

In the unusual case that YEI is not able to determine or fix a problem via telephone/email, buyers may get technical assistance by mailing their hardware to the YEI offices. The buyer is responsible for shipping charges and the costs of any replacement parts necessary due to damage or wear that occurred after the sale.

If the product is a buyer-assembled kit which requires repairs due to buyer's soldering mistakes or incorrect assembly, and the fix will require more than 2 re-solders, a \$25 bench charge will be charged in addition to the charge for replacing any damaged parts.

Kit Assembly Services

All products sold as kits or otherwise requiring assembly, may be ordered fully assembled at an additional cost. Products already purchased may be returned for assistance in completing or correcting the assembly. Assembly services must be pre-paid, and additional shipping costs may be charged.