

DG Technologies' Warranty, Trade-In & Maintenance Agreement Policy

DG Technologies' Warranty Coverages

DG Technologies' network communication analyzers/interfaces and development tool product hardware (including directly associated accessories and peripherals, but not including parts and supplies), are warranted against defects in materials and workmanship for 1 Year following date of shipment, unless specifically stated otherwise in the products' specifications, manual or other documentation. Exceptions are:

- The DPA 4 Plus and DPA 5 products have a 2 Year warranty following date of shipment.
- All Cables have a warranty of 3 Months following date of shipment.

DG will, at its option, repair or replace, at no cost to the customer, products that prove to be defective during the warranty period, provided the defect or failure is not due to misuse, abuse, or alteration of the product. The customer is responsible for shipment of the defective product to DG.

A Return Merchandise Authorization (RMA) number must be issued to the customer from our Technical Support Department (248.888.2000) and must be included with the product being returned. The purpose of the RMA is to authorize and track the return of the product to us.

DG Extended Warranty Option

Any original warranty of 1 Year or more can, prior to its expiration, be extended by 1 or 2 Years. DG also offers specially priced extended warranty options at time of purchase. Please contact DG Sales at 248.888.2000, or email sales@dgtech.com for more details.

DG Trade-In Policy

DG will take your old product as a trade-in for a new product. While the amount of credit is determined by the product, DG does from time-to-time offer special deals to help determine a cost-effective upgrade path. Contact DG Sales at 248.888.2000, or email sales@dgtech.com.

DG Maintenance Agreement with DG Extended Warranty - Package Deal

A Maintenance Agreement (MA) is designed as long-range coverage meant to protect the buyer relating to the following items: (Note that Maintenance Agreement Options do not include hardware changes).

- 1) Provides a legal copy of the download program to update the flash for DG products owned.
- 2) Can be used anywhere: within the company at a single site or at multiple sites as negotiated.
- 4) Provides the customer a point and click interface for the DLL (to item 1 above), that offers the ability to select and download the .hex file (firmware downloaded into the DG product).
- 5) Provides the customer the rights to all the firmware for all of the DG products they own.
- 6) Provides the customer the rights to the driver for all of the DG products they own.
- 7) Customers that have developed their own software can control their customer support calls.

Pro-active provisions to the customer:

- 1) Notification of all new driver releases.
- 2) Notification of all new firmware releases.
- 3) New releases posted on the DG web site with a password for allowing customers access to the releases they want.