



SPLYGLASS RADAR RETURN MERCHANDISE AUTHORIZATION (RMA) POLICY

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INTRODUCTION

Numerica is committed to providing high-quality defense technology solutions. In the unlikely event that your Spyglass™ radar system requires servicing or repair, our Return Merchandise Authorization (RMA) policy outlines the procedures to return your radar system to us for evaluation and repair.

ELIGIBILITY FOR RETURN

1. **Warranty Coverage:** Numerica warrants that the Spyglass radar system, to the extent used in a normal and proper manner consistent with its intended usage and in accordance with the Numerica product documentation provided at the time of purchase, will substantially conform to its specifications appearing in this documentation; provided, however, that Numerica will have no liability to you to the extent any nonconformance is caused by: (a) any alterations, modification or change not made by or on behalf of Numerica; (b) misuse or any abnormal use; (c) accidents, disasters or force majeure; (d) improper storage; or (e) your negligence. For clarity, Numerica does not warrant that the radar system is error free. This warranty is immediately voided if the radar system is opened for any reason. If Numerica determines in its sole discretion that the radar system does not conform to the specifications appearing in its product documentation, Numerica will use reasonable efforts to repair or replace the affected radar system components, as applicable, provided you give Numerica prompt written notice of such failure during the warranty period. Such warranty is for a period of twelve (12) months from the date Numerica first ships the radar system to you. Radar systems repaired under this warranty continue to be warranted pursuant to these terms for the duration of the original warranty period or sixty (60) days from the date the repaired radar system is delivered to you, whichever is longer. Please refer to your Spyglass Radar End User License Agreement for further details.



2. **Non-Warranty Repairs:** Radar systems outside of the warranty period or nonconformances not covered by the warranty can still be returned for repair but will be subject to charges. Subject to certain exclusions, repairs outside the standard warranty are warranted for sixty (60) days from the date the repaired radar system is delivered to you. Please refer to the Numerica quote issued in response to a non-warranty repair request for further details.

RMA PROCESS

RMA Request

Before returning any radar system, you must obtain an RMA number. Contact our customer support team via email at rma@numerica.us. Provide the following details:

- Customer name and contact information
- Product model and serial number
- Detailed description of the issue or defect
- Proof of purchase or warranty documentation

RMA Approval

Upon receipt of your RMA request, Numerica will review request for return approval, and issue an RMA number along with shipping instructions and a return shipping label. Do not return products without an RMA number as they will not be accepted.

Packaging and Shipping

Package the radar system securely in its original packaging or a suitable alternative to prevent damage during transit. Include all accessories and documentation that were originally supplied. Clearly mark the RMA number on the outside of the package. Ship the item pursuant to the shipping instructions provided in the RMA approval.



Numerica will not be liable for any loss, damage or delay caused by your failure to comply with all shipping instructions provided. Any losses or additional costs arising from such failure shall be at your sole cost and expense.

Inspection and Repair

Upon receipt, the radar system will be inspected by our technicians. If the issue is covered under warranty, Numerica will repair or replace the equipment with new, reconditioned, or remanufactured equipment or parts at no charge. If the issue is not covered under warranty, Numerica will provide an estimate for repair and wait for your approval before proceeding.

Return Shipping

For repairs under warranty, the radar system will be returned to you at Numerica's expense. For non-warranty repairs, the cost of return shipping will be your responsibility.

ADDITIONAL TERMS

1. **Turnaround Time:** Typical repair time is 4-6 weeks from receipt of the radar system, depending on the nature of the repair and availability of parts.
2. **Data Backup:** You are advised to backup all data from the radar system prior to shipment as Numerica is not responsible for data loss.
3. **Service Refusal:** Numerica reserves the right to refuse service on any radar system that has been modified in ways that affect its performance or safety, or that is excessively damaged.

CONTACT INFORMATION

For any questions or further assistance, please contact our customer support team at rma@numerica.us.



CONCLUSION

Numerica appreciates your cooperation in adhering to our RMA policy. This ensures efficient handling of your return and minimizes downtime of your defense technology equipment. Numerica is dedicated to resolving your issues promptly and effectively.



ABOUT NUMERICA

Numerica offers innovative sensor and software capabilities to solve the most pressing technical challenges in the areas of air defense and missile defense. Trusted by DoD customers for over 25 years, Numerica radars and C2 software enable best-in-class performance at the tactical edge for air defense platforms and payloads. Our technology has been deployed around the world to integrate networks, fuse data, precisely track targets and quantify uncertainty.

To learn more, visit www.numerica.us.