

# Advance Exchange



## Basic Description

Request a good working unit shipped from Tempest, and send your defective unit back to Tempest within 30 days.

## Typical Service Level / Turnaround

Inventory on hand can ship same or next business day. Items not on hand can typically be shipped within a week, contingent on available supply.

## Ordering / Fulfillment Options

24x7 portal. Email/Phone requests M-F CST business hours.

## Expedite

Inventory on hand ships same or next business day. Inventory not on hand can be expedited for the cost of additional (inbound) shipping charges.

## Standard Warranty

1 year from ship date. Items failed during the warranty period will be replaced or repaired, subject to availability. If repair or replacement is not available, a credit for the full purchase price less transportation will be issued.

## Guarantee / Risk Notes

Best Effort and subject to inventory availability. Customer's returned defective core must arrive within 30 days. Items received after 30 days will be re-invoiced at the item purchase price.

## Unrepairable Units

Customer defective core must be in repairable condition (free of physical defects including damage from fire or water). Items with physical defects/damage will be re-invoiced at the purchase price.

## Pricing Notes

A la Carte/Pay-As-Needed per transaction. Advance Exchange service is more expensive than repair, and is established at a flat rate which typically ranges from 40% to 60% of an item's purchase price. Pricing is based on repair cost, inventory cost and item demand.

## General Notes

Customer typically uses this service when spares are not available, and restoration is needed faster than 20-30 days.