

## EXADIGM SUPPORT SERVICES POLICIES

### 1.0 Deployment and Configuration Services

ExaDigm offers a range of configuration and deployment services, ranging from a basic file build all the way to full scale equipment configuration and provisioning. The following information applies to new equipment orders and new file build requests only.

#### 1.1 Full Configuration (File Build & Download)

- All new equipment orders, including file build requests, must be submitted using the Equipment Order & Setup Form either via email: orders@exadigm.com or efax: 949.266.5658.
- The turnaround time for full terminal configuration and provisioning is based on an “in today, out tomorrow” system. Orders considered “in today” are those received before 2.00pm PT. Orders received after this time are considered “tomorrow” orders and will be shipped the following day.
- Refer to your pricing proposal.
- Shipping Fee: At cost, based on shipping method selected.

*Please note: Same day shipping requests will include a \$50.00 rush fee. The rush fee is per every 10 terminals/file builds (i.e. 1-10 terminals/file builds = \$50.00 fee, if the order was for 12 terminals there would be 2 rush fees applied).*

#### 1.2 File Build Only

- File build only requests must be submitted using the Equipment Order & Setup Form either via email: orders@exadigm.com or efax: 949.266.5658.
- The turnaround time for file build only requests is based on an “in today, out tomorrow” system. Orders considered “in today” are those received before 2.00pm PT. Once the file build request is complete, the customer will receive notification via email including download instructions
- Refer to your pricing proposal.

*Please note: Same day file build requests will include a \$50.00 rush fee. The rush fee is per every 10 file build requests (i.e. 1-10 file builds = \$50.00 fee, if the order was for 12 file builds there would be 2 rush fees applied).*

### 2.0 Repair and Replacement Services

#### 2.1 RMA Procedure

- Prior to sending a terminal in for a repair, an RMA number must be obtained using the following process:
  - a. Complete and sign the RMA Repair Authorization Form, then fax or email it to efax: 949.266.5658 / Email: rma@exadigm.com.
  - b. Within 24hrs of receipt of the signed form, ExaDigm’s RMA Department will issue an RMA # via fax or email. The RMA # is valid for 15 days.

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## EXADIGM, INC.

c. Please, pack the items and ship them to:

ExaDigm, Inc.

ATTN: Repairs - RMA # \_\_\_\_\_

2861 Pullman Street

SANTA ANA, CA 92705

- The customer is responsible for shipping charges and for the item's safe return to ExaDigm. **For proper handling we advise the use of a carrier that requires signature. The RMA# is to be written on the outside of the box.** In-warranty equipment sent in for repair will have full warranty repairs completed and be shipped back via UPS ground.
- Upon receipt of the RMA, ExaDigm will evaluate the extent of the problem and, for out of warranty equipment, provide an estimate of the cost of repairs for approval. The cost of repairs includes parts, labor, and applicable service fees (i.e. shipping, rush fee, etc.).
- If ExaDigm's Repair Department does not find a problem with the equipment a No Problem Found (NPF) Fee will be charged.
- The customer will be advised of the cost of repairs via email in order to obtain approval if an amount is not already specified on the original RMA Repair Authorization Form. All repair charges require payment by credit card and a pre-authorization is required prior to any repairs being started.
- Repair work will be completed within 15 days for orders less than 10 items. ExaDigm offers a 2 day rush service. For orders larger than 10 items ExaDigm will communicate the estimated time and the rush service cannot be guaranteed. ExaDigm is not responsible for any delays due customer responsiveness.
- All repairs carry a 30 day limited warranty.

## 2.2 Replacement Procedure

- The following procedure is for the immediate replacement of in-warranty defective equipment. In order to have defective equipment replaced at the price listed in in your pricing proposal, the terminal must be under warranty and not subject to what would be considered out of scope repair.
- All fees must be paid via credit card prior to shipment.
- In order to process an equipment replacement, please follow the procedure outlined below:
  - a. Complete and sign the RMA Equipment Replacement Form, then fax or email it to efax: 949.266.5658 / Email: rma@exadigm.com.
  - b. For questions or information regarding the status of an RMA or replacement order, please contact 866.392.8326 ext. 209.
  - c. Customer must ship the defective unit to ExaDigm (see ship to address below) within 10 business days of receiving the RMA #.

ExaDigm, Inc.  
ATTN: Replacement - RMA # \_\_\_\_\_  
2861 Pullman Street  
SANTA ANA, CA 92705
  - d. If the defective unit is not received within 10 business days, the full value of the terminal will be applied to the credit card on file, and no refunds will be made.

- e. Upon receipt of the defective unit(s), ExaDigm will evaluate the hardware and if it is determined to be out-of-scope (i.e. spillage, dropped, etc.) the full value of the terminal will be applied to the credit card on file, and no refunds will be made.

### **3.0 Merchant Training Services**

In addition to providing 24x7x365 Technical Support Help Desk Services at no cost, ExaDigm offers basic product setup training directly to Merchants and their staff. ExaDigm's Merchant Training Services are conducted by product experts experienced in all aspects of terminal functionality, setup, technical support and customer service. ExaDigm offers the option of phone-based or on-site training services.

#### **3.1 Phone-based Training**

- Training requests should be submitted via email to [training@exadigm.com](mailto:training@exadigm.com). The following information must be provided as part of the request:
  - Company Name
  - Contact Name
  - Contact Number
  - Terminal Type
- An ExaDigm representative will make three (3) attempts to schedule training. If the training cannot be scheduled within the three (3) attempts, the Merchant will be billed the per session fee.
- Requests will be sent back to the Merchant and the training will need to be rescheduled.
- Training covers the basic features of the terminal along with its setup. Each merchant training session has an allocated twenty (20) minute period which cannot be exceeded.
- Trainings will be scheduled within twenty (24) business hours of the original request and are conducted during ExaDigm's standard business hours: Monday through Friday; 8.00am to 5.00pm PT.
- The Merchant Set-up Training Fee for phone-based training will be billed as part of the Merchant's monthly statement for the month in which the training was conducted. Rescheduled trainings are an additional \$15.00; including missed training dates by customer.

#### **3.2 On-site Training**

- On-site training is customized to meet the needs of each individual Merchant. The length, content and cost of the training are all determined following a detailed needs evaluation.
- Trainings will be scheduled within seventy two (72) business hours of the original request being received by ExaDigm.
- For more information regarding ExaDigm's On-site Training Services, please email [training@exadigm.com](mailto:training@exadigm.com).