

RMA ARX Return Policy

Any Customers or Distributors wishing to return goods to ARX for any reason must contact ARX Technical Support and request a Return Material Authorization (RMA) number prior to returning the goods.

This procedure refers to goods under warranty (or under a maintenance agreement), out of warranty, and evaluation materials that are shipped back to ARX.

To obtain an RMA number, please contact us by filling out the form on our support website:

www.arx.com/support/supportrequest.php.

The request should contain the following:

- ▶▶ Product Name
- ▶▶ Product Serial Number
- ▶▶ Reason for the return

ARX's Technical Support Team will approve the RMA and respond to the customer with an RMA number.

After receiving the RMA, please return all products in either the original packaging or a substitute packaging of equal protection. We ask that you ensure that the RMA number is prominently indicated on the outside and the inside of the box.

Please note that the appliance's hard drive may contain sensitive data in encrypted form. If you prefer to avoid any possibility of data exposure (which is theoretically impossible without having the needed key material), you may dismantle the hard drive and keep it. You may also apply your company's policy on destroying magnetic media.

Sincerely,

The Technical Support Team

11 February, 2008

