

## TX RX Systems Restocking Fee and Cancellation Fee Schedule (updated Sept 16, 2021)

\*\$100 minimum charge for any Restocking or Cancellation fee

### Definitions

<b>Standard Untunable Product</b>	Listed on the website or in a price list. Designed, manufactured, and offered for sale to multiple customers without tuning
<b>Standard Tunable Product</b>	Standard hardware but requires tuning for a specific frequency configuration, either done in factory or onsite
<b>Custom Product</b>	Custom-designed and manufactured for a specific customer's requirement. Cannot be sold to another customer.
<b>New and Unused</b>	Never mounted on a rack or a tower; Has not been applied power, either RF, AC, or DC; AND without any defect or any sign of wear, even if it's only cosmetic.
<b>Barely Used</b>	Slight sign of wear, cosmetic defect only. Have been connected to a power source. Passes all factory tests.
<b>Used</b>	Any product that does not meet the condition of "New and Unused" or "Barely Used"

Restocking Fee	Criteria
<b>Standard Untunable Product</b>	
15%	Returned within 6 months of sale date; AND in "New and Unused" condition
30%	Returned within 6 months of sale date; AND in "Barely Used" condition
non-returnable	More than 6 months after sale date, regardless of condition; Or in Used condition, regardless of age; Or if the product has been discontinued, regardless of condition or age.
<b>Standard Tunable Product</b>	
40%	Returned within 6 months of sale date; AND in "New and Unused" condition
55%	Returned within 6 months of sale date; AND in "Barely Used" condition
non-returnable	More than 6 months after sale date, regardless of condition; Or in Used condition, regardless of age; Or if the product has been discontinued, regardless of condition or age.
<b>Custom Product</b>	
75%	Returned within 6 months of sale date; AND in "New and Unused" condition
non-returnable	Do not meet both conditions above

Cancellation Fee	Criteria
<b>Standard (tunable and untunable) Product</b>	
0%	Within 5 business days after PO date
10%	More than 5 business days after PO date
15%	Less than 5 business days prior to the factory scheduled ship date
<b>Custom Product</b>	<b>(If the product meets more than one criteria, the higher Cancellation Fee applies)</b>
10%	Within 5 business days after PO date
20%	More than 5 business days after PO date
20%	More than 20 business days prior to the factory scheduled ship date
30%	Between 16 to 20 business days prior to the factory scheduled ship date
40%	Between 6 to 15 business days prior to the factory scheduled ship date
75%	Within 5 business days prior to the factory scheduled ship date

Reference: GD033488