



Return Material Agreement (“RMA”) Procedures

1. If a VOLTEA product becomes inoperative and requires repair or replacement, Buyer will immediately notify VOLTEA.
2. VOLTEA will advise and consult with Buyer by telephone, fax or e-mail to try to address the reported problem. If VOLTEA and Buyer are unable to solve the reported problem by means of consultation, VOLTEA will issue Buyer an RMA number and authorize the return of the affected module(s) and/or power-board (s) under one of the two following procedures at Buyer’s option.
3. Expedited Replacement Procedure:
 - (a) Upon receipt of the RMA number, Buyer will issue a formal Purchase Order (PO) to VOLTEA with net 90-day payment terms covering the purchase price of the module(s) and/or power-board(s) to be returned for possible warranty replacement. Delivery conditions under this PO will be as agreed to by the Buyer and VOLTEA on a case-by- case basis. The PO will reference the RMA number.
 - (b) VOLTEA will ship replacement parts upon receipt of Buyer’s Purchase Order and acceptance of VOLTEA’s Sales Order Confirmation. The parts will be shipped under the RMA number for temporary import to the destination country. Concurrent with the shipment, VOLTEA will issue a Commercial Invoice to Buyer on net 90-day payment terms.
 - (c) Buyer will return the affected module(s) and/or power-board(s) to VOLTEA for evaluation under the RMA number at Buyer’s expense. The Commercial Invoice will be payable in accordance with the terms of the Invoice, unless VOLTEA receives the returned module(s) and/or power-board(s) within 90 days of the date VOLTEA shipped the replacement unit(s). Buyer will be responsible for customs duties and other fees. Note: If Buyer does not return the affected unit(s) under the RMA number or within the temporary import period set by the destination country, the import of the replacement part may be deemed a permanent import and additional customs duties and fees may apply.
 - (d) Upon receipt of the returned units, VOLTEA will evaluate the product to assess what repairs or replacements are required and report the results of its evaluation to Buyer. If the repairs or replacements are covered by VOLTEA’s Express

Warranty, the Commercial Invoice will be voided. If the repairs or replacement are not covered by VOLTEA's Express Warranty, the Commercial Invoice will be payable in accordance with the terms of the invoice. At Buyer's request, VOLTEA will return reusable components of the affected units to Buyer at Buyer's expense provided VOLTEA receives the request within 45 days of the date of its report. VOLTEA will dispose of damaged components and reusable components not returned to Buyer at its discretion.

4. Alternate Replacement Procedure:

(a) Upon receipt of the RMA number, Buyer will return the module(s) and/or power-board(s) to VOLTEA for evaluation. The shipping documents should reference the RMA number for customs and other purposes.

(b) Upon receipt of the returned units, VOLTEA will evaluate the product to assess what repairs or replacements are required. VOLTEA will report the results of its evaluation to Buyer. If the repairs or replacements are covered by VOLTEA's Express Warranty, VOLTEA will repair or replace the defective unit(s) at VOLTEA's expense. If the repairs or replacement are not covered by VOLTEA's Express Warranty, VOLTEA will return the reusable components to Buyer at Buyer's expense provided VOLTEA receives the request within 45 days of the date of its report. VOLTEA will dispose of damaged components and reusable components not returned to Buyer at its discretion.

5. VOLTEA reserves the right to repair or replace damaged or worn VOLTEA products with used or refurbished products or components. VOLTEA warrants that repaired membrane capacity deionization modules, power-boards and components will be free of defects for six (6) months after shipment. VOLTEA's good faith determination of the applicability of the Express Warranty will be final. Buyer will be responsible for shipping costs, unless the repair or replacement is covered by VOLTEA's Warranty. VOLTEA will ship replacement module(s) and/or power-board(s) for returns covered by its Express Warranty by means of standard freight.