

# Policies and Procedures

## Electronic Circuit Board & Control Repair

### STRINGENT TESTING PROCEDURES

Each and every repair that we handle is fully tested and retested to ensure that your equipment comes back to you in perfect working order. Our repair process is designed and developed to provide testing conditions that are more strenuous than those that would be experienced in the field. It is our goal to go well beyond the conditions under which your equipment would normally operate. As a final measure, we subject each and every repair to an extensive series of quality checks to ensure that every repair reflects the highest quality of workmanship available in the industry.

This unwavering commitment to you is part of our definition of service ... and exceptional service is what places us in a class above the rest.

### FREE EVALUATIONS

Our repair capabilities are constantly expanding. On a daily basis our service coordinators add new products to our vast and ever-increasing list of repairable items. Our technical staff is continually evaluating the latest products introduced to the market for serviceability.

If you have a product in need of repair and it is not listed in our Repair Manual, check our Web Site at [www.galco.com](http://www.galco.com) or you can give us a call - we may have already added it to our listing. If we do not have your item on file, we offer free evaluations for your convenience. Simply send in your product with any available documentation and schematics. We will inspect the product for serviceability at no charge and quote you before any repair work begins.

Occasionally an item not listed in our manual will require extensive research and documentation to determine the feasibility of repair. In this situation, your sales representative will contact you to discuss the options available to you in completing your evaluation.

Normal evaluation time is three to five days but may require more time if there is a need to order manuals or associated documents. We will make every effort to accommodate rush requests.

### WARRANTY TERMS

We view warranty repairs as serious business. We don't expect to see many of them, therefore, when we do, they become our top priority. As a result of our commitment to you, we offer one of the most comprehensive warranty policies available in the industry - one year on all electronic repairs. We also offer a one year warranty on most items that we send out to another repair source, which in effect could result in an extended warranty if that source has a warranty of less than one year. Although we are proud of our warranty policy, we rarely have a need to discuss these terms with you. Simply put, we go to great extremes to make sure that you never need to make use of our warranty procedures.

This warranty will not apply to items that fail due to misapplication, including, but not limited to, improper operation, storage, handling or installation; negligence, abnormal temperature, moisture, dirt or corrosive conditions; or an act of God.

Unauthorized in-field repair or tampering with repaired items will result in our warranty being voided immediately.

### CONVENIENT DELIVERY OPTIONS

Some repair needs are more urgent than others ... and some are much more urgent than others! Therefore, we offer three different options to ensure you receive quality repairs in a timely manner.

#### Emergency Breakdown

Our Emergency Breakdown service is designed for those situations when the immediate repair of your item will help you avoid costly downtime. When you opt for this service, our team of repair technicians and support personnel move into action to ensure that your repair will be shipped back to you the next working day (the item in need of repair must be received at Galco by 4 PM). A 25% repair premium is assessed for this expedited service. Also, please note that, due to the nature of electronic repair and the occasional need to order hard to get or obsolete parts, not all items can be completed by the next working day. Call your service representative for further details.

**EMERGENCY**  
**BREAKDOWN**

(Next Day Service)

**PRIORITY**  
**SERVICE**

(Within 5 Working Days)

**STANDARD**  
**REPAIR**

(5 to 10 Working Days)

### Priority Service

We offer Priority Service for our customers that need rapid turnaround without the urgency of Next Day Service. This service plan assures that your repaired item will be returned to you within five business days from the date of approval. A 10% premium is charged for Priority Service

### Standard Repair

Standard repair turnaround is designed to meet the stringent demands of the majority of service users. We strive to provide our customers with turnaround of their repair orders within 5 to 10 working days. Whether its ensuring that you always have a functioning replacement on hand or meeting your needs for uptime production scheduling, you can count on us.

### CUSTOMER UPDATES

We recognize and understand the importance of keeping you informed of any changes in the status of your items being repaired. It is this continual communication that allows us to work together with you to guarantee that all of your repair needs are met in a timely manner. Our goal is to exceed your expectations. For this reason, we have developed a number of innovative and functional mechanisms to keep you informed of the progress of your repairs.

### Repair Tracking System & Fax Confirmation

Upon arrival, each repair is checked into our tracking system by a service coordinator. If the repair has been pre-approved, you will be sent a fax to confirm receipt of your assembly and to provide you with the scheduled completion date of the repair. If the item has not been pre-approved for repair, you will be faxed a repair quote including the estimated turnaround time. If, for any reason, your repair is delayed due to the need for additional parts, documentation, or further evaluation, you will be faxed a notification of the delay and given a new scheduled completion date for the repairs.

### Repair Status Monitoring

Our team of service coordinators is on hand to answer any questions you have throughout the repair process. They are continually monitoring the progress of your repair using our state-of-the-art computer tracking system. If you ever have a question about a repair, please don't hesitate to call us. Repair tracking is also available on line at [www.galco.com](http://www.galco.com). We are always happy to answer any questions that you may have.

### SHIPPING SERVICES

We provide a number of shipping options including same day air, next day air, second day air, and standard ground delivery services. We work with numerous shipping providers including United Parcel Service (UPS), Federal Express, Argents Air Express Group, a variety of trucking firms, as well as local express shipping services. Your repaired items will be returned via the same carrier by which they were received, unless requested otherwise.

### PRICING

We attempt to keep your repair costs to less than 45% of the OEM's list price for replacement. All prices are subject to change without notice.

### ITEMS NOT REPAIRED

It is the nature of our business that not all items are repairable. We will make every effort to provide you with a high quality, competitively priced repair whenever we can. However, there are times when once the repair is in process, it will become obvious that the item has extensive damage, which may cause it to be unreparable. At this point, the item will be deemed Beyond Capabilities of Maintenance (BCM). If this should occur, we will make every effort to quote you on a comparable exchange or a new unit. If none of these options fulfill your requirements, we will ship your unit back to you via ground transportation at no charge or dispose of the unit at your request. We reserve the right to deem any item Beyond Capabilities of Maintenance. Should you decide not to have an item repaired after it has been received and quoted, it will be returned to you freight collect. Your item will be returned to you freight collect if it is not authorized for repair in 60 days following being quoted.

### ITEMS DAMAGED IN SHIPMENT

Occasionally repair items get damaged in shipment. You should inspect each repair item upon receipt for any abnormalities. If you observe shipping damage, retain all packaging materials and notify your service representative and the shipping carrier immediately.