

Aiphone Canada

Pricing Policy & Procedures

7/1/2022

LIMITED WARRANTY

Aiphone warrants its products to be free from defects of materials and workmanship under normal use and service for a period of two years* after delivery to the ultimate user and will repair free of charge or replace at no charge, should it become defective upon which examination shall disclose to be defective and under warranty. Aiphone reserves unto itself the sole right to make the final decision whether there is a defect in materials and/or workmanship; and whether the product is within the warranty. This warranty shall not apply to any Aiphone product which has been subject to misuse, neglect, accident, power surge, or to use in violation of instructions furnished, nor extended to units which have been repaired or altered outside of the factory. This warranty does not cover batteries or damage caused by batteries used in connection with the unit. This warranty covers bench repairs only, and any repairs must be made at the shop or place designated in writing by Aiphone. This warranty is limited to the standard specifications listed in the operation manual. This warranty does not cover any function that is added by users or suppliers when used in connection with third-party products. Please note that any damage or other issues caused by a failure to use the unit in connection with Aiphone products are also not covered by this warranty. Aiphone will not be responsible for any costs incurred involving on-site service calls. Aiphone will not provide compensation for any loss or damage incurred by the breakdown or malfunction of its product during use, or for any consequent inconvenience or losses that may result.

Aiphone Wire Warranty

Aiphone's limited warranty is extended by one year when product is installed using Aiphone wire. This is applicable to systems where Aiphone wire is available, and does not include network-based products that use CAT-5E or CAT-6 wire.

Repair Warranty

At our discretion, Aiphone will repair free of charge or replace at no charge Aiphone product that, upon examination by an Aiphone Repair Technician, is proven to be defective and under warranty. Aiphone reserves the right to make the final decision as to whether there is a defect in materials and/or workmanship, and whether or not the product is within the warranty. Aiphone reserves the right to make the final decision as to whether there is a defect in materials and/or workmanship, and whether the product is within the warranty.

This warranty shall not apply to any failure caused by improper installation or use in violation of the instructions, abuse, negligence, electrical surge including damage from lightning, water or any other physical damage, or damage caused from batteries. water or any other physical damage. This warranty covers bench repairs by the Aiphone Repair Department only, and does not extend to units that have been repaired or altered outside of the factory. Aiphone is not responsible for any costs incurred involving on-site service calls. responsible for any costs incurred. For more information, please e-mail Customer Service (cs@aiphone.com) or refer to the following web page:

<https://www.aiphone.com/home/support/warranty-repair-return>

HOW TO PLACE AN ORDER

E-mail Purchase Order to cs@aiphone.com

Phone toll free (800) 692-0200, 6:00 AM to 4:30 PM, Pacific Time

FAX Purchase Order toll free to (800) 525-3372, 24 hours a day

- Minimum charge for spare parts orders: \$5.00 (All Accounts)
- Minimum product order requirement: \$50.00 (Distributors Only)
- A fee of 10% of order total, up to \$50.00, will be charged for drop-ships (Distributors Only)

Order fulfillment: Air orders will ship within 24 hours*.

Ground orders will ship within 48 hours*.

* Provided product is in stock at the time of order.

In most cases, air orders ship same day and ground orders ship within 24 hours, exceeding our shipping deadlines.

PURCHASE ORDER REQUIREMENTS

Aiphone reserves the right to deny/delay any purchase order that does not contain the following:

- Company Name
- Contact Name
- Contact Phone Number or Email Address
- Valid Aiphone Model Numbers
- Quantities of Items Requested
- Pricing of Items Requested
- Shipping Method Requested

If a purchase order does not meet these requirements, Aiphone's Customer Service Department will contact the company within one (1) business day. Aiphone is not liable or responsible for any delays due to missing information. Aiphone reserves the right to request a revised submission of any purchase order that does not include all of the above requirements.

Product Availability

Aiphone anticipates sales volume to maintain a complete inventory of our entire product line for our customers. However, due to excessive sales activity, there may be occasions when certain items may be out of stock and in a backorder status. Aiphone cannot guarantee availability of all stock items at all times, and cannot be held liable if such an event occurs. If a product is on backorder, Aiphone will inform you of the backorder status. Freight method can be changed at the request of and paid for by the customer.

CONDITIONS OF SALE

All sales are made in Canadian dollars on a wholesale basis with applicable Tax (GST, Harmonized, QST, etc) applied

Terms:

Net 30 days from date of invoice to qualified accounts. Aiphone reserves the right to withhold shipments until past due balances are paid. Payment terms may be changed by Aiphone Corporation at any time without notice based on credit review.

Freight Terms:

- Orders totaling \$5,000* or more qualify for prepaid ground freight from the US to Canada. Value includes product and wire total and is determined after discounts. *Certain product exclusions apply: TW-series towers do not qualify for prepaid freight.
- FOB Redmond or Tukwila, Washington, freight prepaid with the amount added to the invoice, and payable to Aiphone for all orders.
- Aiphone's carrier of choice is UPS unless, at our discretion, a lower cost method is available. We will ship freight collect via other carriers if requested, which may delay your shipment and/or incur additional shipping and handling charges.
- Specific freight carriers require a third party account number for processing. Aiphone requires your account number to process specific carrier requests. If a freight account number is not provided with the order, or if charges are denied to the account number due to any circumstance, Aiphone will ship via the lowest cost method available and add the charge to the invoice.
- Returned or refused shipments - initial freight charges billed are due and payable to Aiphone.
- Aiphone will include any additional handling fee charges on your invoice. Freight charges may include but are not limited to fuel surcharges and handling fees assessed by carrier.

RETURN AUTHORIZATION

Current Aiphone products may be returned for credit with prior approval. To qualify for credit, equipment must be in brand new, uninstalled and unused condition, in original undamaged* cartons, with all accessories included and unopened. All returned product will be carefully inspected, and when they do not meet our criteria to accept for credit, they will be returned to the customer at their expense. Additionally, the product must be returned within one (1) month of receiving the Return Authorization (RA) number. The original Purchase Order number is required when requesting a return, and must be within one (1) year of date of purchase.

** Cartons may not have additional stickers or writing on them.*

Accepted returns will be assessed the following restocking fees:

0% -- With equal or greater value replacement order, or as a quarterly stock adjustment

10% -- With no replacement order

Unauthorized returns or returned items that do not meet the above criteria will not be accepted.

Return Exclusions - All sales are final for the following Aiphone products:

Discontinued items

Custom Ordered Products (COP) or products modified by Aiphone or by the customer.

Aiphone Wire

TW-Series tower products

Open package software (NI-SOFT)

Repacking Charges

Any returned product requiring repackaging or adding missing accessories will be assessed a repack fee. This fee ranges between \$10 - \$50 per unit depending on the item.

Requesting a Return

Contact the Customer Service Department by phone or email to request a Return Authorization (RA) number. Please allow up to one business day for processing your request. Product must be shipped prepaid to Aiphone with the RA number visible on the shipping box. Final credit will be subject to careful examination of the returned product. Please allow up to 10 business days to receive your credit from the date product arrives at Aiphone. Credits are valid only after issuance of an Aiphone credit memo.

REPAIRS

1) Before sending a product in for repair, contact Technical Support for troubleshooting assistance, Monday – Friday, 5:30 AM to 4:30 Pacific time. Most issues are installation-related and can be resolved over the phone.

a. If Technical Support has determined that your unit requires service, you will be issued a Support Ticket number and sent a Repair Order Request Form.

2) If you are unable to contact Technical Support, please contact Customer Service to obtain a Repair Order Request form, or go to the Customer Service section of our web site and click on "Repairs & Returns" to download the form.

3) Fax or email the completed form to 800-525-3372 or cs@aiphone.com. You will receive your Repair Order (RO) number within one business day.

4) Reference Aiphone's RO number on the outside of the box, and include a copy of the RO form and the invoice or proof of installation date to verify warranty. Securely package and ship product to Aiphone freight prepaid.

5) For expedited service, a customer may send their unit(s) in via air freight and Aiphone will repair and return ship within 3 business days (excluding delays due to payment verification).

Aiphone will repair or replace your product per our warranty guidelines. Units that are out of warranty or damaged due to warranty exclusions will be assessed repair charges.

CUSTOMER SERVICE

For self-serve information on pricing, availability, order status, tracking, or account status, go to our Customer Service Web Portal at <https://b2b@aiphone.com>.

Call Aiphone's Customer Service at (800) 692-0200, 6:00 AM to 4:30 PM, Pacific Time, or email your request to cs@aiphone.com. Our Customer Service representatives are available to answer questions regarding your account, current or previously placed orders, order status, backorder information, stock levels, warranty, pricing, returns, and repair status.

For your protection, Aiphone requires your account number to place an order or to receive account, pricing, or any order status information. Please have it ready when you call.

TECHNICAL ASSISTANCE

Customers are encouraged to e-mail technical questions to tech@aiphone.com, 24 hours a day. You will receive a response within two working days. Technical assistance is also available toll free at (800) 692-0200 or at (425) 455-0510, 5:30 AM to 4:30 PM, Pacific Time.

SYSTEM SPECIFICATION

Customers requiring an Aiphone system specification should call or email their local Sales Representative with their system requirements. Your Sales Rep will return recommendations for the appropriate system based on the information provided. Final design, quantities, features, and functions of the system is the sole responsibility of the person receiving the information. Customers may also use our QuikSpec program to design an Aiphone system.

<https://www.aiphone.com/sales/regional-sales>

<https://www.aiphone.com/home/support/quikspec-plus>