

## PROCEDURES AND POLICIES FOR CINEMA AND BROADCAST PRODUCTS EFFECTIVE MAY 2015

### DOLBY® RETURNS, REPAIRS, AND EXCHANGES POLICY GUIDELINES

The following Dolby Laboratories policy explains the options and procedures for returning items for refund, credit, repair, or exchange. Following these instructions will help ensure that your request is handled as efficiently as possible. When returning items, please refer to the appropriate section of this policy for the type of return you wish to have processed: return for Credit, Advanced Replacement, Exchange, or Repair.

For all equipment returns, a Return Material Authorization (RMA) is needed. To request an RMA number; please contact one of the following Dolby offices:

AMERICAS	EMEA	ASIA, PACIFIC RIM, & JAPAN
Telephone: +1-415-645-4900	Telephone: +44-1793-842-130	Telephone: +86-10-591-03-066
Email: customersupport@dolby.com	Email: customersupport@dolby.com	Email: customersupport@dolby.com

A Copy of the RMA form should be enclosed in each box. This Policy is subject to change at Dolby’s discretion; however, the services provided will not be materially reduced during the period for which Customer has paid for support.

### RETURN FOR CREDIT

- Most items can be returned for credit up to 90 days after the initial shipment from Dolby.
- Software items cannot be returned for credit.
- All items returned for credit will be subject to a restocking fee (please see the table on the next page). The time frame is based upon the original ship date from the factory.
- Items returned for credit must be in new condition and shipped with the original packing materials, cables, and manuals. Upon receipt of a returned item, Dolby will inspect it and issue a credit for the returned item, deducting the restocking fee and any charges incurred for defects, missing items, or faults found with the item.

RMA Item Restocking Fees (US Dollars) *			
If box is unopened: 0 to 45 days		If box is opened: 0 to 45 days	
Per Hardware Unit	\$150.00	Per Hardware Unit	\$300.00
Per Module**	\$75.00	Per Module**	\$150.00
Per Part***	\$75.00	Per Part***	\$100.00
Software	Not accepted	Software	Not accepted
If box is unopened: 46 to 90 days		If box is opened: 46 to 90 days	
Per Hardware Unit	\$250.00	Per Hardware Unit	\$375.00
Per Module**	\$125.00	Per Module**	\$225.00
Per Part***	Not accepted	Per Part***	Not accepted
Software	Not accepted	Software	Not accepted

\*Restocking fees are subject to change without notice.

\*\*Module = boards, cards.

\*\*\*Parts = raw material, OEM items, cables, hard drives, etc.

## RETURN FOR ADVANCED REPLACEMENT, EXCHANGE, OR REPAIR

An RMA is used to return items that are defective. Dolby offers four different types of returns for faulty items. In each case, if the item is under warranty, there will be no repair charges for faults caused by a manufacturer's defect. If the item is no longer under warranty, you will be charged for the repair costs.

Please refer to the warranty contained in the Dolby Equipment Terms of Sale governing each item and the warranty exclusions therein prior to requesting an RMA to ensure your item is covered.

- **Advanced Replacement:** Items covered under Dolby's standard one-year New Product Limited Warranty or Extended Hardware Warranty may qualify for an Advanced Replacement (free of charge replacement) for any manufacturer's defect. If your original Limited Warranty or Extended Hardware Warranty has lapsed, an Advanced Replacement can be purchased using Dolby standard product sales procedures. Note: Customer account must be in good standing with available credit.
- **Exchange:** In this instance, you will return your defective item to Dolby. When Dolby receives the item, you will be sent a replacement factory-refurbished item in exchange. You will keep this item, and Dolby will keep the defective item.
- **Dead on Arrival (DOA):** A product is considered Dead on Arrival (DOA) if it exhibits hardware failure upon its first use out of the box (that is, if the product failed during first power up or failed during system self-test/boot up). For select hardware that is validated as DOA within either the first thirty (30) days from the shipment date of product from Dolby or 30 days of proof of receipt by the end user based on the date Dolby was notified, Dolby will provide a replacement for the affected unit. A new item will be made available for shipment from the repair facility within two (2) business days of the RMA issuance, pending item availability. The DOA unit must be returned within thirty (30) days of the date the replacement is shipped. Returns received more than thirty (30) days after the replacement item was shipped will be invoiced at the current list price and returned to the customer at the customer's own expense. For units that have been defined as DOA and meet the criteria above, Dolby will cover freight charges, duties, and taxes both to and from the repair facility to the customer's location.
- **Repair:** The final type of return for a faulty item is a Repair. You will send Dolby your defective item; Dolby will repair it and return it to you. Dolby will use reasonable effort to repair your product. However, in cases where Dolby deems the equipment is irreparable, Dolby will notify you immediately to discuss other options including purchase of a new or equivalent product if the original equipment is out of warranty.
- For select out of warranty products including the DSS200, DSS200-3, CP750, CP850, and DSS220 Dolby may provide a loaned product equivalent during the duration of the repair (maximum loan duration of 60 days) upon request. You will be responsible for this loaned product and it should be returned within 10 days from receiving back the repaired product. Dolby will invoice you for the value of the loaned product if not returned within 10 days from receiving back the repaired unit. As with all out of warranty products, you will be charged for all shipping, duties, and taxes for this loaned unit to and from the Dolby location using the shipping method that you choose.

## PROCESSING AND SHIPPING OF RETURNS

Dolby will use reasonable efforts to process returns from the repair facility within two business days from the completion of the transaction. Please note that processing times may vary depending on item availability. Expected processing times, per service, are as follows:

- **DOA and Advanced Replacements:** Two business days after your Advanced Replacement was requested, pending item availability.
- **Exchanges:** Two business days after the faulty item is received at Dolby, pending item availability.
- **Repairs:** Dolby will ship repaired item within two business days.

**Note:** Next-business-day dispatch can be arranged at additional customer expense.

For items with a manufacturer's defect that are under warranty and qualify for Advanced Replacement, Dolby will ship replacement items using two-business-day shipping services within the United States. For shipments outside of the United States, either Priority or Economy shipping services will be used, depending on the urgency.

If the item is under warranty, Dolby will cover shipping to the customer and duties and taxes on the return shipment of the equipment from the customer to Dolby. Customer will be responsible for the shipping of equipment back to Dolby and duties and taxes on the shipment of equipment from Dolby to the Customer. If the item is out of warranty, you will be charged for all shipping, duties, and taxes to and from the repair facility for the shipping method that you choose.

Important: In all cases, an RMA number must be obtained in advance before the defective item is returned to Dolby. To request an RMA number, see the table on page 1 of this document.

## IMPORTANT PROCESS INFORMATION

### 1. Obtaining RMA Numbers

- When contact is made with Dolby, you will be asked to fill out a form that asks for company name, shipping address, and a detailed description of the item defect (if applicable). Upon submission of this form, you will receive the form back by email or fax with an RMA number. This form must accompany the item(s) you are returning.
- For all returns of faulty equipment: Additional information, including a full technical report describing the fault, is essential. This fault information will allow a comprehensive repair to be carried out in a timely manner. The lack of technical details related to the defect could cause a delay in turnaround time and/or impact the warranty. If multiple items are being returned, each line item must have a separate description or defect code. Multiple assets may be returned under one blanket RMA number.

**Note:** The return address on the form you receive may vary depending on the item. The address to return your item will be indicated on your RMA form. If you ship the unit(s) being returned to an incorrect location, this could incur extra fees on the final invoice and can extend the processing time for the returned items.

### 2. Displaying RMA Number(s) Properly

- Please include your RMA form inside each box. This will help in routing your shipment.
- Items received without the valid RMA numbers could experience significant delays in processing time. Incorrect or missing RMA information could result in the item(s) being returned to you at your expense.

### 3. Packaging Instructions

- Dolby requires appropriate packaging to be used and the RMA form to be included when returning faulty items. Appropriate packaging includes a sturdy box, proper taping, sufficient internal packing materials to cushion the contents, and the use of static-proof bags for electronic printed circuit boards (PCBs).
- If damage occurs due to inappropriate packaging, Dolby reserves the right to pass all repair costs on to you.

**Note:** If you have any questions on what sort of packaging you should use, please contact your Dolby representative.

### 4. Shipping

- Customer must ship via traceable means. Customer is accountable for loss or damage until the item is received by Dolby. Dolby will in turn be accountable for loss or damage to the item after receipt of product.

#### 5. Backup

- Customer is responsible for backup of data prior to shipping. Dolby will not be responsible for any lost content or data.

#### 6. Advanced Replacements—US Customers

- When an Advanced Replacement is requested, normal Dolby sales procedures will apply for items that are no longer under warranty.
- You must return the defective item to Dolby within 30 days of the date that the Advanced Replacement was shipped. Returns received more than 30 days after the Advanced Replacement item was shipped will be invoiced at the current list price and returned to you at your expense.

#### 7. Advanced Replacements—International Customers

- When an Advanced Replacement is requested, normal Dolby sales procedures will apply for items that are no longer under warranty.
- You must return the defective item, with freight, duties, and taxes prepaid, to Dolby within 60 days of the date the Advanced Replacement was shipped. Returns received more than 60 days after the Advanced Replacement item was shipped will be invoiced at the current list price and returned to you at your expense.

#### 8. Replacement Coverage

- Replacement items are covered for either the balance of the original warranty period remaining on the item or for 90 days from the shipment date of the replacement item, whichever is longer.
- Replacements for items no longer under warranty are covered for 90 days from the shipment date of the replacement item. A defective item under the Extended Hardware Warranty will be covered for replacement until that Extended Hardware Warranty period expires.

#### 9. Software Updates

- Software Updates will only be performed on items with current Software Maintenance subscriptions in effect.
- Should Software Updates not be desired, this must be clearly stated on the RMA form that is returned with the faulty item. Please note that there will be instances when a different software version is part of the repair.