



ZONGE INTERNATIONAL, INC.

3475 N. Dodge Blvd. Tucson, AZ 85716-1478 USA

phone: 520-327-5501

fax: 520-325-1588

zonge@zonge.com

www.zonge.com

REPAIR AND SUPPORT POLICY STATEMENT

1.0 REPAIRS

Effective immediately, all instrument repairs will be subject to charges as indicated below:

Table 1: Schedule of Charges for Instrument Repair

<u>CHARGES</u>	<u>RATES¹</u>	<u>MINIMUM CHARGES</u>
Shipping & Handling	\$ 60.00	\$ 60.00
Special Handling ²	\$ 90.00/hr	\$ 90.00
Repair Labor, standard	\$ 95.00/hr	\$ 95.00
Repair Labor, priority	\$135.00/hr	\$135.00
Shipping Charges ³	at cost	

WARRANTY REPAIRS

Equipment that is still under the 1-year warranty will be repaired in accordance with Zonge's standard warranty. That is, provided that the failure falls under the terms of the warranty statement, the equipment will be repaired free of charge. Shipping costs (including customs and special handling where applicable) will be charged to customer.

NON-WARRANTY REPAIRS

Repair of equipment not under warranty will be subject to the charges listed in Table 1 above.

PRIORITY REPAIRS

Repair work is done on a first come-first served basis. Occasionally, a customer will request that repair of their instrument be given highest priority rather than waiting its turn in the queue. At Zonge's discretion, such a request may be granted provided that it does not compromise deadlines promised to other customers. In the event that a repair job is given priority status at the customer's request, all labor will be charge at the priority labor rates quoted in Table 1.

¹ The hourly rates quoted above apply for services performed during normal Zonge business hours, which are from 8:00 a.m. to 5:00 p.m. Mountain Standard Time Monday through Friday, exclusive of holidays officially recognized by Zonge International. All time logged outside of these hours will be billed at the priority rate shown above.

² Special handling is defined as any request by the customer which involves non-routine shipping that cannot be handled by normal business day pickup and delivery by UPS, FedEx, or other recognized package or freight carriers at the Tucson offices of Zonge International. Counter-to-counter airline package delivery, bus transport, and after hours shipping are examples of shipments which require special handling.

³ Shipping charges are defined to include the actual cost of shipment plus any other related to the actual shipment in special handling cases such as, for example, the cost of a courier service. If a Zonge employee is required to perform a special service, the charge will be \$60 / hr or any fraction thereof. Double time will be charged for any labor performed after hours, on weekends, and on holidays.

2.0 TECHNICAL SUPPORT

Technical support is defined as any telephone, e-mail, snail-mail, or FAX communication involving trouble-shooting and/or operational questions that require time from our engineers, geophysicists, or other technical personnel to answer.

EQUIPMENT UNDER WARRANTY

There will be no charge for technical support for equipment falling under the standard 1-year warranty.

CONTRACT SUPPORT

There will be no charge for technical support for equipment covered by a Technical Support Contract (TSC)⁴.

GENERAL TECHNICAL SUPPORT

All technical support involving the troubleshooting of equipment that does not fall under the provisions of the 1-year warranty or is provided for under a TSC will be charged at the hourly rate of \$100.00/hr with a minimum charge of \$20.00 (i.e. 0.2 hr). The labor rate for support given on weekends, and on holidays will be charged at the priority rate.

⁴ A Technical Support Contract (TSC) may be purchased from Zonge International for an annual fee of 2% of the purchase price (based on 1998 prices) of the equipment to be covered. For customers with more than one system, the cost of the TSC can be negotiated.