



Your consideration.....

for purchase of communications equipment from Falcon Direct is greatly appreciated! Rather than postponing our policy or service, we feel the best approach is to deal with this issue even before you purchase.

As much as we would like to think that our customer relationships will continue in harmony through the years, we are aware of the problems that can evolve as a misunderstanding of what can happen during the manufacturers warranty period, or for that matter, beyond the warranty period. That is why we think it is best to have a good understanding relating to service BEFORE you purchase.

Let's assume that you purchase a handheld radio and it fails during the warranty period. You bring it, or send it to us for repair. Is that the thing to do? Not necessarily, since your warranty is with the manufacturer who requires return directly to them. But, you say, *I can't be out of service waiting for repair.* We understand your problem, but that is not covered by the warranty.

In this example, you have several options available. You can return the radio yourself and wait for repair. Or, you can send it to us. We will send it the manufacturer and return it to you when repairs are completed at a cost of \$37.50. Or, you can pay an annual fee equal to 10% of the original equipment cost (i.e. a \$319 radio would have an annual fee of \$31.90) to sign up for Next Day Exchange (NDE) service. If you are covered by NDE, we furnish a replacement radio and pick up your defective radio. Or, we can provide a loaner radio while we return your radio to the manufacturer for repair. The cost for this service is \$75 if the exchange is made at our shop, or \$112.50 if the transaction is handled by UPS. These amounts are based on equipment cost (See following chart).

Larger items like base stations, voice logging recorders and consoles are handled in the same manner. You still have the choice of handling the warranty return yourself, letting us handle the return for you, covering yourself with NDE, or paying for use of a loaner while your equipment is being repaired.

The attached information should help you better understand your service options. By making you aware of the available choices now, we are hopeful that we can avoid any misunderstandings in the future.

Thanks again for considering Falcon Direct. We appreciate you!

Burch H. Falkner
At your service!

Services provided by Falcon Direct

The difference between services applicable to delivery of equipment (contractual services), and services provided after delivery (post-sale services) can be a confusing issue. This guide has been prepared to provide a better understanding of the applicable terms.

Contractual Services

Contractual services involve the conditions of normal delivery. Unless specifically stated in the sales agreement, it is understood that the equipment provided is sold with the understanding that it meets the manufacturers published specifications, but carries no guarantee for fitness of purpose of unknown customer expectations. Unless stated otherwise, Falcon Direct normally includes programming of up to 16 channels on new communications devices (Stations, mobiles, or handhelds). Additional channel programming is available at a cost of \$1 per channel.

Installation of equipment in vehicles or on customer premises, unless specifically stated to be a part of the sales agreement, is not included nor are taxes and transportation.

Errors in equipment selection or programming made by Falcon Direct will be corrected at no charge. Errors in equipment selection or programming caused as a result of specified instructions by the user will be corrected at normal labor rates. See Post-Sale Services for additional information.

Post-Sale Services

The word most commonly associated with post-sale services is *maintenance*. This is sometimes confused with *warranty*. They are NOT the same! A warranty is a agreement to repair a defective product by the manufacturer, at the manufacturer's designated point of repair. Most manufacturers have a main repair depot or in some cases, regional repair depots or service centers. Suffice it to say, that the repair depot is NOT your local radio service shop. Accordingly, the procedure for handling a warranty claim is between the user and the manufacturer – not the seller of the products.

In a depot repair situation, the manufacturer has the option of repairing, replacing, or declining to make the necessary correction. Additionally, the user is normally responsible for paying the cost of returning the defective product to the manufacturer. The manufacturer pays return shipping charges.

Several important points to remember: The manufacturer is under no obligation to provide a replacement (i.e. loaner), or to adhere to any particular time schedule. They make the repairs as quickly as possible. That could be a couple of days, a couple of weeks, or in some cases, a couple of months. Further, if the manufacturer makes extensive repairs or replaces the radio, your programming will be lost. It will be your responsibility to reprogram returned equipment. You can either purchase programming equipment and software to do this yourself or pay a servicing dealer to do it for you. Our programming charge is \$37.50 for the first radio and \$18.75 for each additional radio. If it becomes necessary to travel to the user site for programming, normal hourly and travel charges would apply (See Maintenance Service – Time and Material, below).

Maintenance Service – Time and Material (Private radio systems)

Time and material maintenance charges apply for service performed on user equipment, whether in or out of warranty. If a call for maintenance is issued by the user, the normal service procedures apply. This will involve a minimum shop charge of \$37.50 for any unit brought to our shop.

Labor is billed at \$75 per hour for shop services. On-site maintenance is also billed at \$75 per hour plus \$.75 per mile if services are performed between 8 am and 5 pm Monday through Friday subject to a minimum of \$125.

Services performed between 5 pm and 10 pm, Monday through Friday will be subject to a labor charge of \$112.50 per hour. Service after 10 pm, or on weekends will be \$150 per hour. Holiday rates are \$225 per hour.

Maintenance Service – Monthly contract (Private radio systems)

A service contract has traditionally been favored by governmental users due to the necessity of maintaining a fully functioning system at all times. The rates will vary depending on the cost of the equipment, location of the equipment, the level of service expected, and the time at which the repair is performed. To keep cost as low as possible, it is customary to exclude damage caused by abuse as well as batteries, antennas, and coiled cord microphones. The table below can be used for determining your monthly service contract rates.

Item Cost	At Shop Service	On Site Service (1)	Normal Hours	24/7 Service	Loaner Provided
\$200-\$500	\$36 per year	\$48 per year	8-5 M-F	N/A	\$12 per year
\$500-\$1000	\$48 per year	\$60 per year	8-5 M-F	N/A	\$24 per year
\$1000 up (2)	.8% per mo.	1.0% per mo.	8-5 M-F	1.5% per mo.	1.0% per mo.

(1) Within 75 mile radius of Birmingham, AL.

(2) Monthly service charge of equipment valued at over \$1,000 is calculated by using a percentage of the original equipment cost. For example, a \$7,500 digital recorder would have a monthly contract cost of \$60 if the recorder was brought to our shop for repair. For on-site service during normal business hours (8 am to 5 pm M-F), the rate would be \$75 per month. 24/7 service would be \$112.50 per month. If you want an exchange unit available rather than being down while repairs are being made, you would add 1.0% to either the normal hours rate or 24/7 service (\$150 monthly for weekday on-site service or \$187.50 monthly for 24/7 on-site service).

Annual Contract with Exchange Unit Provided (Private radio systems)

On new ICOM, ReIm, and Ritron mobile and handheld radios, we offer a special Next Day Exchange (NDE) program for a flat rate of 10% of the original equipment price, paid annually in advance. Existing radios can be added to this program for \$48 annually subject to the condition that all radios must be in operating condition at the time of acceptance. Antennas, batteries, and clips are excluded.

Loaner Radio Exchange

When available, we will provide a loaner radio for use while we return your radio to the manufacturer for service. The cost for this service is \$75 if the exchange is made at our shop or \$112.50 if handled via UPS.

Additional Information

Details on the Falcon Direct standard warranty is available on the Internet at www.info4u.us/warranty.pdf. If you have ordered, or contemplate ordering any product from Falcon Direct on an evaluation basis, please review our policy at www.falcondirect.com/ReturnPolicy.html. If you have any additional questions, just give us a call at 1.800.489.2611. Thanks again for considering Falcon Direct!