

Pegisys® 30 day Satisfaction Guarantee “Sell with Confidence” Seller Agreement

This program provides a **Return for Credit** of an eligible Pegisys Diagnostic System for up to 30 Days from the date the tool is **registered**. This program is in effect from August thru December 31st, 2010.

Pegisys Diagnostic Kits Eligibility:

- 3825J** – Pegisys Diagnostic system
- 3825JT** – Pegisys Diagnostic system trade-in kit
- 3828DLX** – Pegisys PC Scan Diagnostic kit
- 3828DLX-NB** – Pegisys PC Scan Diagnostic kit with Netbook

Ineligible Kits:

Previously registered, used or reconditioned, or demonstration Pegisys kits.

Seller responsibilities:

- Sell/deliver a new, unopened Pegisys kit to customer.
- Ensure end user registers the new tool upon delivery.
- Ensure Pegisys end user accepts, schedules, and receives training from an SPX certified trainer upon delivery of tool. (See on-site training certificate enclosed in each tool.)

Determining eligibility for return for credit:

- User responsibility:
 - User must have tool registered.
 - User must apply, schedule, and receive training.
 - If User has unresolved issues with tool, user is required to contact SPX technical support to determine cause and corrective action to resolve issues, prior to request for return.
SPX technical support: 1-800-533-6127
- SPX Technical support responsibility:
 - SPX technical support will determine with user, one of the following solutions or outcomes:
 - Unit repair or service/exchange.
 - Schedule a retraining session.
 - Issue Pegisys conditional Return Good Authorization.

Issuance and approval for conditional Return Good Authorization:

- SPX technical support will approve and administer return of tool as part of customer satisfaction agreement.
- SPX technical support will issue a customer authorization number to the seller to be used for return for credit.
- Upon receipt of return approval, SPX Customer Service will send a return label to the seller. Seller retrieves, inspects, and ships tool directly to SPX Returned Goods Department.
- Upon receipt of tool at SPX Returned Goods Department, SPX conducts inspection of tool and approves credit, or contacts seller directly to report any issues or discrepancies with the returned tool to determine final credit status.
- In the event that tool issues or discrepancies cannot be resolved between user, seller, and SPX, the tool will be returned to the seller and credit will not be issued.

The seller understands and agrees to the terms and condition of this “Sell with confidence” customer satisfaction guarantee program.

The SPX logo consists of the letters 'SPX' in a bold, sans-serif font. The 'S' and 'P' are dark grey, while the 'X' is a vibrant green. A small registered trademark symbol (®) is located to the right of the 'X'.