

SF MARKETING INC. SERVICE DEPARTMENT POLICY

Revised April 1, 2009

Service Rates

The objective of the Service department is to offer a 48-hour turnaround time. However, depending on service demands and parts availability, the turnaround time may fluctuate from same day service to a 5-day service. The Service Department will inform the dealer of the reason(s) if the repair cannot be completed within this time frame.

A) Rate

The current labor rate is \$65.00/hr. (+ applicable taxes) charged in 15 minute increments.

B) Rush Repairs

SF Marketing Inc's repairs are handled on a "first come, first serve" basis. We do, however, offer a rush repair service to our dealers, which means that their products are handled the same day it arrives at our Service department.

Rush repairs will be charged at a flat fee of \$25.00 (+ applicable taxes) over and above the regular repair charges.

This fee applies to warranty and non-warranty repairs.

C) No Fault Found

SF Marketing Inc. would like to encourage our dealers to perform a quick verification of the defective unit(s) prior to sending it to our Service department. This will avoid us receiving returns with perceived problems that do not exist, or can easily be resolved. When in doubt, do not hesitate to contact SF Marketing Inc's Service department.

There will be a fee of \$32.50 (+ applicable taxes) for our inspection of such "non-defective" units.

D) Refused Estimation

A fee of \$32.50 (+ applicable taxes) will be charged to dealers who have sent in their item(s) for an estimate, but refuse the repair(s) once the estimate is given. In the case of QSC, this \$32.50 charge applies to each channel inspected.

E) Rack Dismantling

Products must be returned for repair individually packaged. They must not be installed in a rack. Otherwise, the additional labour required to dismantle a rack to reach the product will be charged at \$65.00/hr (+ applicable taxes).

F) Shipping

For warranty repairs, there will be no shipping charges for returning goods to the supplier. For non-warranty repairs, shipping charges will be added.

Return Procedure

Should a dealer wish to return an item(s) for repair, they must:

1. Call SF Marketing Inc's Service department for a Return Authorization Number.
2. Provide SF Marketing Inc's Service department with the following information:
 - Defective product model number
 - Serial number of item(s) being returned
 - Date(s) of purchase and invoice number(s)
 - Detailed description of the problem(s)
3. Upon receipt of the Return Authorization Number:
 - Merchandise must be properly packaged for safe transit. It is recommended that dealers properly repackage the products being sent for service. SF Marketing Inc. will not be held responsible for damages due to improper packaging of the products.
 - Dealers must return the products freight Prepaid unless previously approved by the Service department of SF Marketing Inc. SF Marketing Inc. reserves the right to refuse merchandise returned freight collect.
 - The Return Authorization Number must be clearly marked on the carton(s) being returned.
 - A note describing the nature of the problem(s) and the desired resolution should accompany the defective product.

SF Marketing Inc. will pay the return freight on warranty repairs. Non-warranty repairs will be returned "Prepaid and Charge". Repaired products are normally shipped by Purolator Ground unless otherwise requested in which case, the extra shipping expenses will be charged to the dealer.

Parts Orders

SF Marketing Inc's Service department will sell service replacement parts to authorized dealers as well as to end users (at retail price). There will be a freight charge for all such warranty and non-warranty parts orders.

Pick Up Order

Pick up orders will be held for ten (10) working days after which time they will be shipped.