Sensor Systems Inc.

Return Authorization Policy (RMA)

March 2, 2010

Dear Valued Customer:

It is no longer economically feasible to continue to process non-repairable items that are out of warranty at our facility.

Sensor Systems has sold over 2,500,000 antennas as of this date. Based on this volume of sales after 49 years in business, there are many out of warranty antennas still out there in the field. We receive a high volume of these "out of service" returns daily from our customers.

We sell approximately 250 different types of antennas, and our standard warranty period is 2 years (24 months) from date of shipment.

As of May 1, 2006, our Return Material Authorization policy has been in effect. However, some customers are still returning "old, out of service" antennas to our facility for repair or warranty without RMA numbers.

Affective immediately, ALL antennas that do not have an authorized RMA No. assigned by a Sensor Systems Repair Customer Service Representative will be returned to sender without delay at sender's expense.

If a non-repairable antenna that is still within warranty is eligible for replacement due to electrical failure, it will be replaced free of charge. If you feel your claim is in this category, please contact our Repair Customer Service Rep. for an RMA number.

For a Return Material Authorization number please contact our Repair Customer Service Rep.:

Linda Dominguez:
Email: Ldominguez@sensorantennas.com
Phone: (818) 341-5366 EXT. 151

Please update your records accordingly.

Should you have any questions, please do not hesitate to contact us at any time.