



CONSOLE FADER REPLACEMENT POLICY

1. EXECUTIVE SUMMARY

This document outlines Avid's policy relating to audio console faders that reach the end of their useful lifespan after the standard warranty period has expired.

2. INTENT AND VALUES

Avid strives to ensure that our customers have a positive experience with our products. Faders are a mechanical device which will be subject to 'wear and tear' usage and have a limited lifespan. This policy clarifies how Avid will process RMAs for worn faders and what extended warranty coverage applies.

3. SCOPE AND APPLICABILITY

This policy applies to all fader failures that occur outside of the standard warranty period.

4. POLICY GUIDELINE

As a wear and tear item, fader functionality will deteriorate over time, as a consequence of usage. Regular maintenance of the faders may help prolong their lifetime.

When faders fail to function as expected, Avid customers/channel partners will contact Avid's Customer care team to troubleshoot the reported defect. If the Customer care agent deems a hardware replacement is required, the agent will process a hardware RMA replacement in line with the customer's entitlement as follows:

- **DOA:** Customer are entitled to an advance replacement RMA per the terms and conditions of the DOA policy.
- **Standard Warranty:** Customers are entitled to a fader replacement per Avid's hardware warranty terms and conditions subject to component lead time.
- **Extended Warranty:** For customers, who have invested in an Avid Advantage service contract, Avid will provide replacement faders as follows:
 - Failure within first 3 years – No hardware charge applies for replacement faders.
 - Failure after 3 years – Replacement faders will be chargeable and a 30% discount* will apply.
 - If there are multiple faders reported as defective, Avid may request additional evidence of the failures before processing an RMA.
- **Expired Warranty:** For customers who have failures that are outside of standard warranty and do not have an active service contract, replacement faders will be charged at standard service sales pricing.

*This specialized discount is not cumulative with other applicable discounts, so if partner/customer has a higher discount, then that higher discount will supersede this policy.



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5. ROLES AND RESPONSIBILITIES

<i>Role</i>	<i>Responsibilities</i>
Customer Care	Administer the policy appropriately with customer cases as they occur
Service Logistics	Validate all submitted RMA claims to ensure they align with the company policy

6. TERMS AND DEFINITIONS

<i>Term</i>	<i>Definition</i>
DOA	Defective (or Dead) On Arrival
RMA	Return Material Authorization

7. RELATED DOCUMENTS

<i>Document ID</i>	<i>Document Name Location</i>
N/A	Avid Hardware Warranty Policy Avid Hardware Warranty Policy
N/A	Avid Defective on Arrival Policy Avid DOA policy