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MEMO

To: All Distributors and Dealers
From: Domino Engineering Corporation
Subject: Return/Warranty Policy for *DOMINO Garage Door Keypad*

The *DOMINO Garage Door Keypad* has now been on the market since 1993. We think you'll agree the *DOMINO* has proven very reliable. However, there are times when your customers experience problems, and you have to deal with warranty replacements. Domino Engineering's customer service philosophy of doing what's "*right-for-you-and-your-customer*" has been and continues to be evident in our warranty policy.

Our *industry leading warranty* is printed on each installation sheet, which is included with every unit. The warranty is divided into two parts, a **12-MONTH WARRANTY** and an **EXTENDED WARRANTY**. We regularly waive the \$7.00 charge for postage and handling on the 12-MONTH WARRANTY when a dealer or distributor handles a situation where they feel justified in replacing a unit at no charge, even if it is a little over one year old. We simply ask that the unit be returned (with comments of why the unit was returned), so we can analyze the unit.

Under the **EXTENDED WARRANTY**, a fee of \$20.00 is charged if a *DOMINO* has been installed between 1-5 years. Again, it is our policy to work with consumers, dealers, and distributors to help determine when to apply this \$20.00 charge to the customer. As with the \$7.00 charge above, the \$20.00 fee ***can be waived if you inform us by telephone or note of special customer needs***. When you return warranty units, please note what amount you charged your customer so we can invoice you that amount. If we receive units with production dates over two years old with no accompanying explanation, we will replace and invoice at \$20.00 each.

We request you determine the length of time the unit has been used and charge the appropriate warranty amount. To help determine the approximate installation date you can look at the handwritten code on the circuit board of the control module. The first two digits of the four-digit code represent the week and the second two digits the year in which the unit was manufactured. If unit has no code it was manufactured prior to January 1996. The extended warranty expires once a unit has been installed longer than five years.

We hope this explanation will establish a uniform return policy, which will ultimately reduce cost increases to you. In addition, as a service to you, we can drop ship a warranty unit directly to a dealer or consumer. The appropriate warranty charges will accompany the shipment unless otherwise directed. The other side of this sheet will help troubleshoot when your customers have questions about the *DOMINO Keyless Entry*.

Give us a call if you have any questions. Thank you for your continued support of *Domino* products.