

ViON does not publish a corporate warranty and returns policy. The following is offered to customers purchasing from the Texas DIR contract number DIR-TSO-4350:

Warranty:

- a. All products are warranted to perform in accordance with the manufacturer's published specifications provided that the equipment is operated in accordance with the manufacturer's operating instructions.
- b. ViON warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, ViON will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items, nor for damage to the equipment if occasioned by fault or negligence of the ordering activity.
- d. All parts replaced during the warranty period shall become the property of ViON.
- e. Additional warranty terms can be added to individual purchases by delineation on the quote.

Returns:

- a. ViON offers a 30-day acceptance period from shipment. Should the customer decide not to accept the purchase, they should contact the ViON Sales Representative within the 30 days. ViON reserves the right to charge restocking fees.