

Primera's Bravo Hot Swap Program

Primera Technology's Hot Swap program provides additional piece of mind in the event that a hardware issue with Primera's Bravo equipment cannot be resolved over the phone with Technical Support. If Technical Support determines the equipment has a hardware failure by 3pm CST, a replacement unit will be secured on the customer's credit card and shipped at Primera's cost to arrive by 12 noon the next business day. The replacement unit will arrive with a pre-paid shipping label to return the faulty unit back to our factory in its original packaging at Primera's cost. The Hot Swap program must be purchased at the time the Bravo unit is purchased and is effective for one year from the purchase date.

Complete Details

- 1. Terms** – Primera's basic warranty covers one year parts and labor as a warranty repair in our factory. We reserve the right to offer a customer an Exchange RMA within the first 30 days of purchase instead of a basic Warranty Repair RMA. Customers with a Hot Swap Warranty extend their exchange period from 30 days up to 3 years from their original purchase date, depending on the number of years of warranty purchased. A customer can purchase a Hot Swap Warranty only for the first year of coverage. **If a customer wishes to purchase the Hot Swap Warranty for the 2nd and 3rd year of coverage they must also purchase an Extended Warranty for the same time frame.** In the event an issue occurs with the unit, the customer should first contact technical support to troubleshoot the issue. If technical support determines there is a hardware issue with the unit that cannot be resolved over the phone, the technical support representative will issue a RMA (Return Materials Authorization) and will place the order for the replacement unit to be shipped out. A temporary hold for 2/3rds the cost of the product will be placed on the customer's credit card before a replacement unit will be shipped out.
- 2. Customer Responsibilities** – Once the replacement unit is received by the customer then it is the customer's responsibility to ensure the unit being returned to Primera is properly packaged in the original box and includes all original accessories. Once the defective unit is received back at Primera's facility, then the hold on the credit card will be released.
- 3. Primera's Responsibilities** – Primera is not responsible for any incidental, special, direct, indirect, or consequential damages, or loss of profits or income due to the failure of any Primera product.
- 4. Shipping** – If the Hot Swap request is received before 3pm CST, the replacement unit will be shipped the same day to arrive at the customer's site by 12 noon the following business day. Requests received after 3pm will be shipped the following business day. Shipping of the replacement unit and return shipping of the faulty unit will be covered by Primera. Customers may choose to upgrade shipping to Saturday Delivery at their expense. A pre-paid shipping label will be included with the replacement unit to return the faulty unit to our factory.
- 5. Ownership** – Customer assumes ownership of the replacement unit upon receipt. Primera assumes ownership of the faulty unit upon receipt.
- 6. Equipment Changes** – Hot Swap coverage only applies to unmodified equipment or equipment with modifications performed by authorized personnel.

7. **Exclusions** – The Hot Swap program is intended for original Primera Bravo unit and the accessories included in the box with it. The Hot Swap program does not pertain to: 1) Modified units or units that have been damaged due to misuse or abuse. 2) Units damaged in return shipping due to improper packaging. 3) Accessories or supplies that was not included in the box with the Bravo unit. 4) Units purchased outside of, or by customers currently residing outside of, the United States of America.
8. **Agreement** – By purchasing the Hot Swap program, the customer acknowledges that they understand and agree with these terms and conditions. If for some reason the customer does not agree with these terms, a full refund of the cost of the Hot Swap program will be made up to 30 days after purchasing the program.

