

PRONELLO

WARRANTY POLICY

May 2010

- Warranty to any model machine is for one year.
- A one-year warranty comes with the purchase of new Pronello Sport manufactured hardware products.
- The following is a summary of what service can be obtained under the warranty:

SERVICE POLICY

A- Pronello Hardware

A1- Under Warranty

1. Client sends information about the defect, photos and description of the situation.
2. Factory sends information, drawings and descriptions in order to disassemble the damaged parts.
3. Client sends the damaged part to the Factory.
4. Factory repairs are usually completed within 3 working days of Pronello Sport's receipt of the defective item. The customer is responsible for returning the hardware to Pronello Sport.
5. Pronello Sport will return the hardware.
6. Free technical support, for technical problems and applications, for all trained users.
7. Warranties are transferable to subsequent owners under certain conditions:

The equipment is currently under warranty

The new owner undergoes training on the equipment

A warranty transfer form is completed, and submitted to Customer Service

A2-Pronello Hardware Not Under Warranty

E-mail is the preferred method to address non-warranty service problems, out of warranty e-mail or fax will be answered at no charge. Pronello Sport may charge for phone non-warranty problems.

If the initial trouble shooting does not resolve the problem, then all factory assessments and repairs will follow the following procedure:

A3- Factory Repairs

1. The customer sends the part to Pronello Sport.
2. The estimated repair cost will be given to the customer prior to the repair. The total cost must be paid prior to beginning of service.
3. System testing, evaluation and repairs can take up to two weeks. However, the part will be scheduled for a service as soon as it arrives at the factory.
4. Pronello Sport will return the repaired part. If the customer is outside the territory of Argentina, the customer is responsible for shipping charges. Expedited service can be arranged at the customer's expense.

A4- Repairs at Customers Facility

1. Customer will pay all travel expenses of Pronello Sport service personnel. Travel rate is \$0.485 per mile, plus \$35.00 per hour, maximum \$200.00 per day. If it is necessary to fly to the customers location, customer will pay full cost of the airline ticket, plus \$35.00 per hour, maximum \$200.00 per day travel (not including airline ticket).
2. Customer will pay for all replacement parts.
3. Payment required at time of repair.
4. It may take up to 4 weeks to schedule a service call to the customers location.

B- Pronello Software

B1-Under Warranty

A one-year warranty comes with the purchase of all new Pronello Dyno developed software.

The warranty includes:

1. Free telephone, e-mail and fax support for all trained users.
2. Free updates and new releases of Pronello Sport developed software.

B2-Pronello Sport Software Not Under Warranty

Once the warranty has lapsed on Pronello Sport software, the following applies:

1. Pronello may charge for telephone support at standard service rates.
2. Questions may be faxed or e-mailed to Pronello Sport at no charge.

C- Hardware and Software Training

Pronello Sport's training program is designed to instruct trainees in the operation of the equipment that the customer has purchased. The training sessions are set up for each trainee to obtain valuable hands on application exposure. This will help the trainees in their everyday use of the equipment. Training for additional personnel, and advanced training is available at additional expense.

D- Transfer of Warranty Service Plan Agreement

_____(Seller’s Name) hereby waives all rights under warranty service policy for:

Dynamometer Serial Number:_____

Purchased originally on:_____ (date).

_____(Buyer’s Name) hereby assumes all rights and obligations of the Hardware and/or Software Warranty Service Policy from:

_____(Date of Transfer).

This transfer is valid only under the following conditions.

- 1. The Dynamometer is currently under warranty**
- 2. New owner undergoes training from Pronello Sport**
- 3. This warranty transfer form is completed, and submitted to Customer Service.**

AGREED

(Print Seller’s Corporate Name)

(Print Buyer’s Corporate Name)

By X_____

By X_____

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