

Effective February 15th, Perfect Vision will introduce an update to our online Return Materials Authorization (RMA) process. This enhancement will provide each customer with the ability to return item(s) with pre-paid shipping labels paid using PerfectVision's freight rates using these classifications:

1. **Paid by Dealer "Deducted from Credit"** - the freight charge for Items in this classifications will be deducted from the credit of the return.
2. **Paid by PerfectVision** – the freight charges for items in this classification will be paid by PerfectVision.

NOTE: This will now include defective Viasat equipment. (Damaged equipment does not qualify.)

The current RMA process will not change. Each customer will have the same access to log in and submit returns by navigating to MY ACCOUNT> RETURNS> Create Return using our website at www.perfect-vision.com.

Once the return has been created, the customer will now see a new section with the "Item Subtotal", "Returns Shipping Estimate" and "Total Estimated Credit" as you move through the submission process.

Sample 1: The item(s) was determined not to qualify for pre-paid shipping. Based on the return shipping address and the weight of item(s), the Return Shipping Estimate is calculated and a net credit is updated as the Total Estimated Credit.

| Item ID | Qty | Original Sales Order | Return Type | Access | Serial | Viasat Order # | Reason | Shipping Cost |
|-----------|-----|----------------------------|-------------|--------|--------|----------------|-------------|----------------------|
| NPR8R1-05 | 50 | 0012121320 | Defective | | | | Power Issue | Deducted from Credit |

The return freight estimates are based on standard shipping costs using the ship from address provided in the Contact Info section of this return.

Item Subtotal: (\$1,275.00)
Return Shipping Estimate: \$239.09
Total Estimated Credit: (\$1,035.91)

Sample 2: The item(s) was determined to qualify for pre-paid shipping. The Total Estimated Credit will reflect no cost for Return Shipping.

| Item ID | Qty | Original Sales Order | Return Type | Access | Serial | Viasat Order # | Reason | Shipping Cost |
|-----------|-----|----------------------------|-------------|--------|--------|----------------|-------------|-----------------------|
| NPR8R1-05 | 50 | 0012404046 | Defective | | | | Power Issue | Paid by PerfectVision |

The return freight estimates are based on standard shipping costs using the ship from address provided in the Contact Info section of this return.

Item Subtotal: (\$1,275.00)
Return Shipping Estimate: \$0.00
Total Estimated Credit: (\$1,275.00)

For any questions related to this process please do not hesitate to reach out to our Account Services Department at 800-205-8620 or email us at AccountServices@perfect-vision.com.

EQUIPMENT RETURNS

Reminder About Returning Defective Equipment

This is a notification to the fulfilment network regarding eligibility of defective equipment reimbursement received through the RMA process. Upon receipt, your distributor will confirm if the defective equipment is eligible for return.

Eligible items:

- Equipment that has a valid service call work order with a "defective equipment" resolution on record in Viasat's field service management system (FSM).
- Any equipment in an unopened box.
- Any equipment in an opened box, if the equipment is unused.

The following equipment is not eligible for returns:

- DISH/NRTC Part numbers:
 - RM4100N-070, RM4100R-070, RM5110N-070, RM5110R-070, X01012000A006, X01012000A006R;
- Equipment that shows evidence of damage, abuse or neglect by the Dealer or the Subscriber.
- Equipment that doesn't have a valid service call work order with a "defective equipment" resolution on record in Viasat's field service management system (FSM).
- **IMPORTANT:** When returning a TRIA, be sure that it is not damaged and packed properly before sending it back. TRIA radomes should be free from any contamination and the air-tight seal should be intact so that it can pass functional testing. Any moderately or heavily damaged, examples shown below, are not eligible for freight or equipment reimbursement.

NONE



LIGHT



MODERATE



HEAVY

