

Cohu Electronics i-Service Program Effective June 2005

Introduction

The i-service program provides advance replacement products for a systems integrator/installer (the “customer”) who experiences trouble-shooting difficulty with a system. By providing an advance replacement of a component within the system, at least one variable can be removed and progress can be made. These benefits, along with our technical and field service, provide the customer with the support necessary to successfully complete projects on time and within budget.

Products covered by the program

This program is limited to only “i-Series” products. i-Series products include i-Domes (392X), i-Views (395X), i-View II’s (396X), i-Controllers (9305), i-Commanders (920X) and model 3935’s. Products specifically excluded are those products not listed and, any i-Series product that has been modified. Cables associated with the i-Series products are also excluded.

Who can participate?

Any Cohu customer, who is in good credit standing may participate.

How does it work?

Cohu has produced an inventory of products to support the program. A customer in need of assistance calls Cohu’s Technical Services Department. The Department will attempt to resolve the issue over the phone if possible. If necessary, the i-service program may be recommended.

A return authorization is issued for the product. The customer is required to complete an i-service agreement form (below) and issue a purchase order for the advanced replacement equipment at the original price. Once Cohu receives the original equipment, a credit will be issued against the i-service program purchase order.

While completing the i-service agreement form, the customer will be required to make a choice about the original unit being returned. The customer can choose to receive the original equipment back after it has been repaired or simply keep the advance replacement unit. It is important to note that the advance replacement equipment may be refurbished equipment or new equipment. In either case, the warranty of the advance replacement equipment will be equal to the warranty period of the original equipment. The original equipment must be returned to Cohu within 30 days to avoid purchasing the replacement equipment.

Who do I contact?

Cohu’s professional field sales engineers and manufacturer’s representatives are listed on our website. They can assist you in completing the form or explaining the program. Or contact our professional and friendly technical services representatives: 858-277-6700 x265

Cohu's I-Service Program Agreement Form

Date:		Sales Order Number:	
Customer:		Product Serial Number(s):	
Contact:		Return Authorization Number:	
Phone			
Fax:			
Email			

I, as an authorized representative of my company, agree that participation in this program may result in our receiving replacement equipment that has been refurbished. This refurbished equipment will have a warranty equal to the length of time of the originally sold product. I may choose to keep the loaner equipment, and the original warranty, in lieu of having the original equipment returned after repair.

I also have the option to receive this equipment on a temporary basis, while my original equipment is repaired or replaced. After the equipment is repaired or replaced under Cohu's standard warranty and returned, I must return the loaner equipment within 30 days. After 30 days, I understand that I will be responsible for payment of the loaner equipment as if it were new, and at full value.

I understand that I must place an order for the equipment to be loaned or replaced in advance. Upon Cohu's receipt of the original equipment in need of repair, Cohu will credit my account the value of the purchase order placed.

I understand that Cohu offers this program to qualified participants and has sole discretionary rights to qualify participants, change terms, or completely eliminate the program. This program in no way changes or replaces Cohu's standard terms, conditions, and warranty. I understand that to participate in this program, I must at minimum place the aforementioned order and complete this form.

Thank you for participating in this program and for your business.

Charles D. Gilbert
Sales and Marketing Manager
Cohu Inc., Electronics Division

Original Equipment Choice (sign one only)	<p style="text-align: center;">I elect to receive my original equipment back after it is repaired. I agree to return the loaner equipment back to Cohu within 30 days of the return of my original equipment or pay full value for the loaner equipment:</p> <p>Authorized Representative Name (print or type): _____</p> <p>Authorized Representative Signature: _____</p> <p>Date Signed: _____</p>
	<p style="text-align: center;">I elect to keep the loaner equipment in lieu of the original equipment returned for repair. I understand that this loaner equipment holds the original warranty time of the original equipment.</p> <p>Authorized Representative Name (print or type): _____</p> <p>Authorized Representative Signature: _____</p> <p>Date Signed: _____</p>