



For the past three years, Ecast has demonstrated its customer loyalty with a lenient approach to MoJO™ repairs. We understood the buck stopped with us for the original MoJO units and did everything we could to assist our operators business. We will continue to provide top quality support on all MoJO cores moving forward, but please be aware of the following policy enforcement:

Effective January 9, 2009 Ecast will commence enforcing the warranty policy on MoJO units.

Warranty

- The warranty for MoJOs purchased before Feb 1, 2008 will expire February 28, 2009.
- MoJOs purchased after Mar 1, 2008 will continue to have 12-month full warranty from the date of purchase. Proof of purchase date may be requested.
- Out-of-warranty MoJOs will receive a one-time CCFL tube replacement per MoJO if the back light in the LCD goes out after February 28, 2009.

Procedure for service of in-warranty repair

- Operators must first call Ecast Technical Support (1-866-HI-ECAST) to report the problem.
- Ecast Tech Support will work with the operator to diagnose the problem and ensure that a MoJO replacement is the correct course of action.
- If a MoJO replacement is required, an RMA number will be issued to the operator and the replacement will be sent out immediately.
 - o *Advanced replacements will ship out same day if the RMA is entered before 1:00 pm PST.*
 - o *Depending on the operator's geographical location, the unit will ship from either Ecast, NSM or East Coast Amusements (servicing ME, NH, VT, MA, CT & PA).*
- **Transport of advanced replacements:** All shipments will be sent via UPS Ground directly to the operator in need. The cost difference for air shipments, if requested, will be at the expense of the operator and automatically added to his/her invoice.
 - o *Third-party UPS accounts can be provided to cover shipping costs.*
- **Returning defective units:** Once the advanced replacement is received by the operator, the defective unit should be placed in the packaging the advance replacement arrived in. A UPS Ground return label will be provided in each box along with an RMA tracking sheet. The RMA sheet should remain in the box with the return so the PO can be credited and closed without charge.
- **Prompt return of units:** The operator will be invoiced \$1000 in the next month's billing cycle. This fee will be reversed if the defective unit is returned within 30 days of the ship date for advanced replacement. If the unit is not returned during that specified time, the full \$1000 amount will be swiped from the operator's account and only credited back once the return unit is received.

- **Diagnostic fee:** Returned units that have no problem found (NPF) or require only routine maintenance (touchscreen cleaning) are subject to a diagnostic and handling fee of \$150.
- **Physical Damage:** Units that are returned with damage not caused by normal wear and tear are subject to full parts and labor costs to restore them to working condition.

Procedure for out-of-warranty service and parts purchase

For such service and parts purchase, operators can use any one the following authorized services centers:

<p>Ecast 49 Geary St., Mezz Fl. San Francisco, CA 94108</p> <p>Customer Service 1-866-HI.ECAST</p>	<p>East Coast Amusements 480 Neponset St., Ste. 14L Canton, MA 02021</p> <p>Service Dept. 781-828-1095</p>	<p>NSM 650 W Grand Ave., Ste 304 Elmhurst, IL 60126</p> <p>Service Dept 630-279-2244</p>
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NOTE: shipping costs for out of warranty units and parts are solely the responsibility of the operator.

If you have any questions or concerns regarding this policy please email Jon Howe at jhowe@ecastnetwork.