

DOLBY® PRODUCT RETURN POLICY

EFFECTIVE AS OF MARCH 2020

OVERVIEW

This policy describes how products may be returned to Dolby.

SECTION I – TYPES OF RETURNS

Return for Credit

- Eligible new products (excluding software products) may be returned for credit up to 90 days after the initial shipment date from Dolby.
- Eligible products returned for credit are subject to a restocking fee. If the original packaging is returned unopened, Dolby will charge 5% of the initial purchase price up to a maximum of \$400. If the original packaging is returned opened, Dolby will charge 10% of the initial purchase price up to a maximum of \$400.
- Products returned for credit must be in new condition and shipped with the original packing materials, cables, and manuals. Upon receipt, Dolby will verify that the product is eligible for return credit and issue the applicable credit less the restocking fee.
- Eligible products may be returned to Dolby for credit as detailed below in Section II.

Replacement of Defective Products - In Warranty

Defective products covered under Dolby's New Product Limited Hardware Warranty or Extended Hardware Warranty may be returned to Dolby as set forth in Section II for covered defects, and Dolby will repair or replace verified defective products in accordance with the applicable New Product Limited Hardware Warranty or Extended Hardware Warranty coverage.

DEAD ON ARRIVAL PRODUCTS

- A product is considered Dead on Arrival ("DOA") if it exhibits hardware failure upon its first use out of the box (that is, if the product failed during first power up or failed during system self-test/boot up).
- For DOA products, Dolby will provide a replacement for select hardware that is validated as DOA either within sixty (60) days from the product shipment date from Dolby or within 60 days of proof of receipt by the end user.
- In such instances, a new item will be made available for shipment from the repair facility within two (2) business days of the RMA issuance, pending item availability.

ADVANCED REPLACEMENT FOR DEFECTIVE PRODUCTS

- Defective products covered under Dolby's New Product Limited Hardware Warranty or Extended Hardware Warranty may qualify for Dolby's Advanced Replacement Program. The Advanced Replacement Program applies to customer accounts in good standing with available credit.
- Under the Advanced Replacement Program, eligible customers may request replacement of a defective product, and Dolby will ship a factory-refurbished unit in advance of receiving the defective unit from the customer. Dolby will use commercially reasonable efforts to ship advanced replacement products within 3 business days of receiving the customer's request.

For Advanced Replacements, the customer must return the defective unit to Dolby within 30 days of the date that the replacement product was shipped. Returns received more than 30 days (or 60 days for shipments outside of the US) after the replacement unit was shipped will be invoiced at the current list price and returned to the customer at the customer's expense.

Replacement units will inherit the remaining warranty period of the original defective unit that is returned to Dolby.

Exchange of Defective Product – In Warranty

Defective products covered under Dolby's New Product Limited Hardware Warranty or Extended Hardware Warranty may be returned to Dolby for exchange as set forth in Section II.

- Under an eligible exchange, Dolby will send a replacement factory-refurbished item in exchange once the defective product has been received.
- Dolby will use commercially reasonable efforts to ship replacement products within 3 business days of receiving the defective unit.
- Replacement units will inherit the remaining warranty period from the original defective unit that is returned to Dolby.

Return for Repair of Defective Product – In Warranty

Defective products covered under Dolby's New Product Limited Hardware Warranty or Extended Hardware Warranty may be returned to Dolby for repair as set forth in Section II.

- There is no charge for repairs to resolve a covered manufacturer's defect.
- Repairs are warranted for 90 days from the date that the repaired product was shipped by Dolby.
- Repaired unit will maintain the remaining warranty period.

Exchange of Defective Product - Out of Warranty

Defective products out of warranty may be returned to Dolby as set forth in Section II. Customer may return the defective product for exchange and is responsible for paying applicable charges.

- Exchange pricing for those products Dolby can exchange is available on customer.dolby.com or can be obtained by contacting the Dolby RMA team via customersupport@dolby.com
- Exchange products are warranted for 90 days from the date that the exchange product was shipped.

Return for Repair of Defective Product – Out of Warranty

Where exchange of defective product out of warranty is not possible, Customer may return the defective product for repair and is responsible for paying applicable charges.

- Repair pricing for those products Dolby can repair is identical to Exchange pricing. Pricing is available on customer.dolby.com or can be obtained by contacting the Dolby RMA team via customersupport@dolby.com
- Repairs are warranted for 90 days from the date that the repaired product was shipped
- If no fault is found during the repair process, Dolby's repair fee may still be applied to cover labor and spare parts used in the attempt to repair the item involved. For items found to be beyond repair, Dolby's repair fee may still be applied cover labor and spare parts used in the attempt to repair the item involved. The customer can receive the non-repaired item back or choose to have Dolby dispose of the item at customer's cost.

SECTION II – RETURN PROCESS

1. RMA REQUIRED

- Products may not be sent to Dolby without an RMA number. To request an RMA number, please contact the Dolby office in your territory:

AMERICAS	ASIA, CHINA, and PACIFIC RIM	EMEA	JAPAN
Telephone: +1-415-645-4900	Telephone: +86-400-692-6780	Telephone: +44-33-0808-7700	Telephone: +81-3-4540-6782
Email: customersupport@dolby.com	Email: customersupport@dolby.com	Email: customersupport@dolby.com	Email: customersupport@dolby.com

- Customers will be asked to submit an RMA form specifying the company name, shipping address, and a detailed description of the problem.
- Once processed, Dolby will email an RMA form and issue an RMA number.

2. REFERENCING RMA NUMBER(S) PROPERLY

- The RMA form and number must be included inside each box shipped to Dolby.
- Products returned without the RMA form and number may be returned to sender at customer's sole expense.

3. PACKAGING INSTRUCTIONS

- Products returned to Dolby must be properly packaged to protect against damages (e.g. sturdy box, proper taping, sufficient internal packing materials to cushion the contents, and the use of static-proof bags for electronic printed circuit boards).
- Dolby reserves the right to charge customer for any damage occurring to products due to inappropriate packaging.
- Contact your Dolby representative for any questions concerning packaging.

4. SHIPPING

- Customer is required to ship products via traceable means.
- Customer is accountable for product loss or damage until products are received by Dolby.
- Dolby will ship repaired or replacement products using Economy shipping services within the United States. For shipments outside of the United States, Dolby will use either Priority or Economy shipping, depending on the perceived urgency.
- Next-business-day dispatch can be arranged at additional customer expense.

SHIPPING RESPONSIBILITIES

	Product Shipping from Dolby to Customer			Product Shipping from Customer to Dolby		
	Shipping costs	Customs Duties/Taxes	Incoterm	Shipping costs	Customs Duties/Taxes	Incoterm
Return for Credit	N/A	N/A	N/A	Customer	Dolby	DAP
Dead on Arrival*	Dolby	Dolby	DDP	Dolby	Dolby	EXW
Replacement of Defective Product in warranty	Dolby	Customer	DAP	Customer	Dolby	DAP
Repair of Defective Product in warranty	Dolby	Customer	DAP	Customer	Dolby	DAP
Exchange of Defective Product in warranty	Dolby	Customer	DAP	Customer	Dolby	DAP
Repair of Defective Product out of warranty	Customer	Customer	EXW/CPT	Customer	Dolby	DAP

* Note: For select countries, Dolby cannot ship on DDP Incoterms. For those countries, Dolby ships on DAP terms and the customer needs to pay the Customs Duties/Taxes. Dolby will then credit the incurred costs back to the customer.

5. BACKUP

- Customer is responsible for backup of data prior to shipping. Dolby will not be responsible for any lost content or data.

6. PHYSICAL INTEGRITY OF THE DEFECTIVE ITEM

For in-warranty product returns, Dolby reserves the right to return the defective item unrepaired to customer, or to invoice repair charges to customer if the physical product has been damaged or is missing components. Examples include but are not limited to:

- Missing or damaged connectors (SATA, USB, BNC, HDMI, RJ45, etc.)
- Missing components (power supplies, etc.)
- Physical PCB damage, including bent CPU pins
- Dented corners or other damage to chassis/frame
- Writing/inscriptions on the physical unit