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Return it to:

Helix Broadcaster Returns Department
ATTN: RMA# _____
11409 W. Bernardo Court
San Diego, CA 92126
USA

Products received with physical defects must be reported to a RealNetworks Technical Support Specialist immediately upon receipt, even if functioning properly despite the defect. It could impact upon future hardware Warranty options if not reported immediately.

If returned during the Warranty Period, we will repair or replace your Product, in our sole discretion. We will return your repaired or replaced Product to you within *7 business days* of receipt at our dock, freight prepaid via ground service, unless a Technical Support Specialist informs you of an extended date. If your Product requires repair due to an item not covered by this warranty, or is outside its Warranty Period, you may instruct us to repair it at our quoted price, if it can be repaired, or we will return it to you without repair.

This warranty does not cover: (a) damage or loss during transport; (b) damages as a result of natural elements such as rain, snow, fire, or other calamities; (c) damage from misuse, abuse, or accidents, (d) repainting, refinishing, or refurbishing the Product; or (e) labor required to diagnose the problem if such problem is a result of any of the foregoing conditions. This warranty shall be void if any Product: (i) is altered, repaired, or any attempt at the same has been made by any party not authorized by us; (ii) has had the serial number or any labels removed, altered, or tampered with; or (iii) has not been operated within conditions required by the specifications.

You must exercise your warranty claim within the Warranty Period. If we issue you an RMA number, it does not mean we have determined that your Product is still under warranty.

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2. Dead on Arrival ("DOA") Products. The Product is considered DOA if it displays symptoms of hardware failure within 30 days of shipment. If you believe that your Product is DOA, please contact Technical Support within 30 days of shipment. A Technical Support Specialist may offer the following options:
 - a. Complete Replacement: The same Product that you ordered will be shipped to you at RealNetworks' expense.
 - b. Component Replacement: If it can be determined that a particular component is causing the failure, (e.g. power supply) a replacement component will be shipped to you at RealNetworks' expense.

In both instances mentioned above, a RealNetworks Technical Support Specialist may choose to issue a 'Call Tag' to retrieve the defective Product at RealNetworks' expense. It is your responsibility to ensure the defective Product is properly packaged for shipment and ready at the time of the scheduled Call Tag pick-up.

If the reported Product problem is deemed by a Technical Support Specialist to be either (1) NOT DOA, or (2) DOA more than 30 calendar days after shipment, RealNetworks' standard Hardware Warranty will apply.

RealNetworks reserves the right to test returned DOA Product. If the condition of the Product is misrepresented, RealNetworks may impose a \$75.00 handling fee.

3. Products Damaged in Shipping. RealNetworks ensures that all Products will be suitably packed, marked and shipped in accordance with common carrier and other applicable requirements. It is your responsibility to handle damage caused in shipping. Therefore, it is highly recommended that you do not sign the delivery receipt for your shipment until you have determined that it is free of shipping damage. If you determine that the Product has been damaged in shipping, you are responsible for filing a damage claim with the freight company.
4. Advanced Replacement Services. RealNetworks offers a fee-based Advanced Replacement Service primarily geared towards correcting severe problems encountered in a system within the first 90 days after shipment from the factory, but it is also available, on a graduated fee

scale, during the Warranty Period. Under the terms of this service, RealNetworks will replace a warranted RealNetworks-manufactured part prior to receiving the defective part. Advanced replacements are available by providing a VISA, MasterCard or American Express card number for associated shipping costs and as security that the defective Product will be returned. The cost for this service is the applicable, **non-refundable**, graduated fee for Advanced Replacement, as detailed in the chart below, not including freight charges.

Advanced Replacement Service Fee Schedule

<u>PARTS</u>	<u>TIME OWNED</u>		
	0-90 Days	3-6 months	6-12 months
PCI Expansion System	\$150.00	\$300.00	\$450.00
PCI Expansion Boards	\$50.00	\$100.00	\$150.00
300/440W Power Supply	\$50.00	\$100.00	\$150.00
Other Power Supply	\$25.00	\$25.00	\$25.00
Any Part under \$50.00	\$25.00	\$25.00	\$25.00

It is your responsibility to pay freight charges, both ways, when using the Advanced Replacement Service. If priority shipping is required, you must inform the Technical Support Specialist when the RMA number is requested.

The part must be returned to RealNetworks with all components that were shipped with it, in undamaged condition. You are responsible for missing components and/or components that are found to be physically damaged upon return.

Advanced Replacement Service is not offered for out of warranty hardware: If your hardware is out of warranty and requires repair, please refer to the Out of Warranty Repair Service detailed below.

5. Non-Returned Replacement Services. If RealNetworks does not receive the defective Product within 14 days of the date your Advanced Replacement arrived, your credit card will automatically be charged. If the Product is returned after the credit card is charged, you will be responsible for a Restocking Fee. This fee will be 25% of the listed price of the replaced unit, with a minimum Restocking Fee of \$25.00. The defective Product cannot be returned any later than 90 days following arrival of your Advanced Replacement—your credit card will be automatically charged regardless.
6. Expedited Repair Options.
 - c. Expedited Shipping: You may request priority shipping and must bear the extra costs of priority shipping by providing a VISA, MasterCard or American Express card number to a Technical Support Specialist when the RMA number is requested.
 - d. Advanced Replacement: The fee-based Advanced Replacement Service described above is the quickest method to replace defective parts.

7. Out of Warranty Repair Service. An out of warranty Product can be repaired at the cost of parts, plus current labor rate (not to exceed 50% of the current list price for the same or equivalent Product) plus freight. Please call for an RMA number *before* returning the Product. There will be a minimum charge for 1 hour's labor for evaluation of the Product. If repairs are authorized, this will be deducted from the cost to repair the Product. Once evaluation has been completed, a Technical Support Specialist will contact you with any options you may have and to request your authorization of the repair work before the repair is performed. It is highly recommended that you provide a day-time telephone number and email address to ensure that the Technical Support Specialist can reach you to discuss your repair options.

You must provide your authorization or decline the repair cost within *10* days of notification. If you fail to respond within 30 days after you were informed of the repair charge, RealNetworks will close the RMA automatically and return the Product to you, as is.