

DigitalGlobe® Return Policy

1. As provided in the End User License Agreement, DigitalGlobe supplies with its products a limited warranty. For a period of thirty (30) calendar days from the date of delivery of the products, DigitalGlobe warrants that the products delivered by DigitalGlobe will be the area of interest ordered, that the original media DigitalGlobe used to carry the data will be free from physical or material defects, and that the product will meet the applicable product specifications. This is the sole and exclusive warranty provided with the products and the sole liability accepted by DigitalGlobe.

2. If the End User encounters any defects with the products as described above and the End User notifies DigitalGlobe or the DigitalGlobe authorized reseller from whom the product was purchased within thirty (30) calendar days following delivery, DigitalGlobe shall, at its own discretion, either replace the product or refund the license fee in full. The limited warranty is void if any non-conformity resulted from accident, abuse, misuse, misapplication, or modification by someone other than DigitalGlobe.

3. DigitalGlobe reserves the right to request that any products under warranty that are unsatisfactory for the reasons listed in paragraph 1 be physically returned to DigitalGlobe. Whether or not the product is to be physically returned to DigitalGlobe is up to DigitalGlobe's discretion. Please do not return physical product media to DigitalGlobe unless directed to do so. In the event that DigitalGlobe requests a return of the physical product media, the following steps must be followed for a return to be accepted. Unauthorized returns are subject to delay and possible rejection.

- i. Contact DigitalGlobe Customer Service at 800-496-1225, 303-684-4561, or info@digitalglobe.com. Please be prepared to provide your name, address, phone number, product sales order number, and reason for return.
- ii. Upon approval, DigitalGlobe Customer Service will provide a Return Merchandise Authorization number to be entered on the Return Merchandise Authorization form located on the reverse side of this page.
- iii. DigitalGlobe Customer Service will arrange with the customer to ship the merchandise to DigitalGlobe.
- iv. Complete the Return Merchandise Authorization form on the reverse side of this page. Please include details of why the product is being returned and enter the Return Merchandise Authorization number in the space provided.
- v. Place the product and the completed and signed Return Merchandise Authorization form inside a shipping container and clearly mark the Return Merchandise Authorization number on the outside of the container.
- vi. Please notify DigitalGlobe Customer Service when the merchandise is picked up.

EXCEPT AS PROVIDED ABOVE, PRODUCTS ARE SUPPLIED WITHOUT WARRANTY OF ANY KIND, AND ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE, WHETHER EXPRESS OR IMPLIED, ARE EXPRESSLY EXCLUDED. . PLEASE REVIEW THE END USER LICENSE AGREEMENT ACCOMPANYING THE PRODUCT FOR FURTHER INFORMATION OF THE DIGITALGLOBE WARRANTY LIMITATIONS AND DISCLAIMERS.

RETURN MERCHANDISE AUTHORIZATION FORM

END USER / COMPANY NAME: _____	
CONTACT NAME: _____	
ADDRESS: _____	
CITY: _____	STATE: _____ ZIP CODE: _____
COUNTRY CODE: _____	COUNTRY: _____
TELEPHONE: _____	FAX: _____
E-MAIL ADDRESS: _____	
RETURN MERCHANDISE AUTHORIZATION NUMBER: _____ (Contact DigitalGlobe Customer Service to obtain this number prior to submitting your return)	
CUSTOMER I.D.: _____	
PRODUCT DESCRIPTION: _____	
DIGITALGLOBE ORDER I.D.: _____	ORDER ITEM I.D.: _____
DATE ORDERED: _____	DATE SHIPPED: _____
ORDERED FROM DIGITALGLOBE RESELLER? <input type="checkbox"/> YES <input type="checkbox"/> NO	
IF YES, WHICH ONE?: _____	
REASON FOR RETURN:	
<input type="checkbox"/> Incorrect media	<input type="checkbox"/> Media damaged / unreadable
<input type="checkbox"/> Duplicate products received	<input type="checkbox"/> Image area received was not area requested
<input type="checkbox"/> Incorrect processing parameters	<input type="checkbox"/> Other (please explain below)
PLEASE PROVIDE SPECIFIC DETAILS BELOW AND ATTACH ANY SUPPORTING DOCUMENTATION.	

CUSTOMER SIGNATURE: _____	DATE: _____
DIGITALGLOBE SIGNATURE: _____	DATE: _____

DIGITALGLOBE
ATTN: CUSTOMER SERVICE
1601 DRY CREEK DRIVE
SUITE 260
LONGMONT, CO USA 80503

PHONES: 800-496-1225 303-684-4561
FAXES: 303-684-4562
e-mail: info@digitalglobe.com

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