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SECTION 1 - INTRODUCTION

1.0 Overview

The purpose of this document is to describe in detail Agilent's Global Warranty policies which are reflected in the following customer facing documents:

Agilent Warranty and Installation Information, Exhibit E26 (217.0200)

Agilent's Terms and Conditions of Sale and Service, Exhibit E16 (217.0100)

Agilent Service and Support Terms and conditions, Exhibit E16S

Please see the Appendix for the URLs to these Exhibits.

Note: Section 2 of this document, Standard Warranty Policy, replaces Global Warranty Policy 233.0100.

1.1 Philosophy

Standard product warranties are a means by which Agilent:

- o Manages our customer's perception of Agilent product reliability.
- o Provides customers with protection from early product failures due to design and workmanship problems.
- o Increases a customer's "up-time" on their product.
- o Obtains important feedback on product reliability, essential for factory quality improvement programs.

If the customer claims that a product is covered by warranty which cannot be immediately verified, our primary objective is to provide quality and responsive service. The customer's warranty entitlement will be investigated and verified once the customer's call has been logged.

SECTION 2 - STANDARD WARRANTY POLICY

2.0 Coverage and Responsibilities

Global warranty provides worldwide warranty coverage for all Agilent products. The customer receives the standard product warranty in the country of purchase. If the product is moved to another country, the customer will receive the destination country's standard warranty unless the product has on-site warranty and Agilent does not have a product specific on-site service presence in that country. For countries with no product specific on-site service, Agilent may choose to cover the parts and on-site labor required for warranty repair but the customer will be responsible for the travel costs to bring a service representative on-site. Warranty coverage can be limited or denied in situations where the local government restricts the sale or operation of the product or the service is prohibited in their country. Agilent's standard warranty offerings are subservient to local government laws.

Standard warranty is a default attribute on the hardware product's bill of materials. Typically, there is one type of standard warranty linked to a product but occasionally there may be several standard warranty options. These are known as warranty conversion options (see section 4.6). Agilent and our channel partners may offer various service products (bundled service, warranty extensions, service agreements, etc.) for an additional price that meet individual customer needs.

Return to Agilent repair and calibration options that are sold up-front with the HW product are honored on a worldwide basis like Global Warranty. On-site repair and calibration options sold up-front are only honored in the country of purchase since Agilent cannot guarantee support presence in all countries.

Hardware

Agilent warrants Agilent hardware products against defects in materials and workmanship and that Agilent hardware products conform to Agilent published specifications.

Software

Agilent warrants that software will not fail to execute its programming instructions due to defects in materials and workmanship when properly installed and used on the device designated by Agilent. Agilent further warrants that Agilent standard software will substantially conform to specifications. Agilent does not warrant that software will operate in hardware and software combinations selected by the customer, or meet requirements specified by the customer.

Agilent does not warrant that the operation of HW or SW products will be uninterrupted or error free.

Responsibilities

Worldwide Product Responsible (WWPR) Entity

The Worldwide Product Responsible (WWPR) entity is the business unit which has profit and loss responsibility for the product. Each WWPR entity is expected to warrant its products in conformity with this policy. This means that each Agilent product must have a defined minimum warranty or a menu of standard warranty offerings. Each product warranty must be coded in accordance with the



Warranty and Installation Codes Table in the E26 document and the Master Warranty Name Table in the Customer Service System (CSS or also known as the Siebel system).

For each product sold, the WWPR Entity is responsible for providing the customer with following warranty information:

- § Type and time period of warranty coverage.
- § Ship date of product which triggers warranty start date.
- § The identification and coverage of each component, if a product or system contains components with different warranties.
- § Explicit requirements for normal preventative maintenance, calibration, product operation and protection to be performed by the customer during warranty. This must be specified in the Whole Product Support Plan as prepared by the WWPR.
- § Instructions for obtaining warranty service.

It is the responsibility of the WWPR entity shipping the product to ensure that the minimum required shipment data (customer contact info, product number, serial number, ship date, etc.) is passed in a timely and accurate manner to the Customer Service System (CSS) to enable customer warranty entitlement.

Field Service Organizations

Agilent field service organizations are responsible for verifying warranty eligibility prior to performing the repair. If verification cannot be immediately made, then service can be entitled but verification investigated later (See section 1.1). Warranty expenses remain in the country performing the warranty repair.

The field must provide the WWPR entities with complete and accurate service order entries. This information is essential to do proper accounting and improve the quality of Agilent products.

Customer

Customers are responsible for:

- § Proper care of equipment while under warranty.
- § Shipment costs to Agilent when products have Return to Agilent warranty. This applies to both domestic and international shipment costs and includes duties, insurance, customs and any other related handling fees.
- § Travel expenses if product with on-site warranty was moved beyond Agilent product specific service area.
- § Expenses to certify equipment in good working condition by Agilent if products that were originally installed by Agilent are relocated.
- § Pre-installation tasks per the E26 section 7f for products with Agilent installation.
- § Notifying Agilent in writing that equipment is being transferred.

2.1 Exclusions

Agilent standard warranty does not cover the following:

- § Visible abuse, negligence or shipping damage
- § Improper use or operation outside the product specifications
- § Unsupported configurations or media
- § Problems resulting from the customer's own software
- § Use of non-Agilent parts

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- § Defects due to adjustments or maintenance by Customer or unauthorized parties
 - § Reconfiguring software
 - § Network troubleshooting
 - § Improper site preparation
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2.2 Relocated Products

For products with on-site warranty coverage or originally installed by Agilent, relocation may result in the warranty being terminated until the product is verified to be in good working condition by Agilent at the customer's expense.

2.3 Replacements and Refunds

Agilent will make every reasonable attempt to repair equipment covered under standard warranty. In the event Agilent cannot perform the repair in a reasonable time, the equipment will be replaced. If the equipment cannot be replaced in a reasonable time, the customer will be entitled to a refund of their purchase price upon return of the product to Agilent. For products under extended warranty (service agreement), the remedy is repair and then replacement. There is no refund option.

2.4 Response Enhancement

Standard on-site warranty typically comes with 5x8 next day service for zones 1-3. If a customer wishes to improve the coverage or response time, they can do so by purchasing it on a per incident basis. See the E26 Response Time Table for more information. There is a standard fee charged for each per incident warranty response enhancement. Both fees are charged when enhanced level response time and after hours' coverage are requested.

2.5 Start Date

For products sold to end-users with Return to Agilent warranty, the warranty start date begins on the delivery/ acceptance date (per the E16, acceptance date for RTA products is the delivery date). For products with Agilent installation included in the purchase price, the start date is the installation/ acceptance date. If the installation is not performed within the first 30 days after delivery to the end-user due to customer caused delays, the warranty starts on the 31st day after the delivery date. Warranty start date delay requests must be submitted to the appropriate WWPR entity. For products sold to end-users through channel partners, the warranty start date begins the day the end-user receives the product or 90 days after the product is delivered to the channel partner, whichever happens first.

2.6 Transferability

The standard warranty coverage is transferable upon Agilent's receipt of written notification. Notification must include the serial number, product number and the name, address and location of transferee. The transferee must agree in writing to Agilent's warranty terms.

2.7 Travel and Shipping Expense

Products sold with on-site warranty will be serviced at the customer's facility at no additional charge provided Agilent has product specific service presence in the country or designated local service area. For countries or areas with no product specific on-site service, Agilent may choose to cover



the parts and on-site labor required for warranty repair but the customer will be responsible for the travel costs to bring a service representative on-site.

Service travel areas are defined for every country where Agilent provides on-site service. Travel time for warranty repairs is recorded on the Service Order (SO) as a warranty expense.

Products sold with Return-to-Agilent warranty will require customers to pay shipping expenses to return the product to the nearest Agilent repair facility. Agilent will pay shipping expenses to return the product to the customer.

SECTION 3 – SPECIAL WARRANTY POLICY SITUATIONS

3.0 Calibration after Repair Policy

Calibration coverage after repairs is a SSU policy.

3.1 Consumables

Consumables are items such as paper and batteries that are expended during a product's operation. There is typically a 90-day replacement warranty for consumables. For reseller-sold items, the customer returns the item to the reseller for replacement. Field inventory (FSI) is not used to replace these items.

3.2 Damaged or Missing in Transit

Products that are damaged or missing in transit should be handled according to the local Traffic Department's procedures with the carrier. These incidents should not be charged to standard warranty expense. If the damaged or missing item is minor, like a product manual or cable, the supplying entity will ship a replacement at "no-charge." Damaged items should not be confused with DOA.

3.3 Dead On Arrival (DOA)

These are products that, at delivery, will not turn-on when the unit is powered up or will not perform its core functionality. These are not "damaged in transit" or standard warranty. If the product works but some of its functionality is not operating, then it is covered under standard warranty. DOA products and parts are returned to Agilent under the Order Cancellation and Product Return Policy 215.0200. The WWPR entity or parts distribution center is responsible for all expenses associated with a DOA return. These charges are not charged to standard warranty expense. According to the Order Cancellation Policy, the customer has 60 days from the product delivery date to request a return and 30 days to return the product.

3.4 Demo

Demo equipment receive the standard product warranty while being used by the sales organization. The warranty begins when the unit is delivered to the field entity. If the warranty lapses during the demo period, the field entity is responsible for repairs. If the product is transferred between regions, the receiving region obtains only the remaining portion of the original warranty.

Demo equipment sold to end-user customers will receive the full standard product warranty. It is the responsibility of the WWPR entity to ensure the warranty start date is manually adjusted to reflect the full warranty period. If installation is included in the product's purchase price, the WWPR entity pays for only one installation. Equipment refurbishment cost prior to customer sale is not charged to warranty expense.

3.5 Educational Institutions

Educational institutions receive standard warranty on their product purchases. If installation and site prep are standard with the product, these are also provided and billed to the WWPR entity.



3.6 European Union Directive

The EU Directive on Consumer Products stipulated by January 1, 2002 that all member states must ensure that new consumer goods and repair services have at least a two year warranty. This ruling has little impact on Agilent since our products are sold to businesses. In fact, most EU member countries have taken a relaxed position as it relates to goods sold to businesses. The German government has taken the strictest approach with a minimum one year warranty on goods and services. Agilent compliance within Germany is being managed manually at a local level and there are no country specific warranty codes. Please contact the Policy Manager for further information.

3.7 Extending Standard Warranty

The standard warranty period can be extended for exceptional customer satisfaction reasons. These include situations such as substandard performance or other factors associated with repairing the unit in a timely manner. An extension request is initiated by the field service organization or the WWPR entity. Warranty extension information must be sent to Customer Service System CSS by either the field or WWPR entity. The CSS update is a manual process. The warranty begins a maximum of 31 days from the delivery date unless otherwise negotiated with the WWPR entity. Customer-caused installation delay is not a reason to extend the warranty period.

3.8 Grants

Approved Agilent donations of new equipment under the Grant Program receive standard product warranty. If installation and site prep are standard with the product, these are also provided and billed to the WWPR entity.

3.9 Internal Transfers

Products purchased internally receive the standard product warranty.

3.10 Lease and Rental

Leased and rented Agilent equipment receive the standard product warranty. Leased equipment is typically defined as greater than one year term and rental equipment is less than one year term. At expiration of the warranty, the customer is responsible for any repair expenses. If equipment is leased or rented to another party, the warranty start date does not get reset.

3.11 Multiple Failures

Each region and business should follow their local process related to Multiple Failures.

The guideline for Multiple Failures is that the customers are offered a new replacement unit (new serial number and reset warranty clock) upon the third failure of their instrument within the first year of ownership. Since the customer will receive a replacement unit with a new serial number, the supplying division is responsible for ensuring that the new serial number and warranty end-date is entered into Customer Service System CSS.

The customer will receive the full standard warranty coverage for the replacement unit, as if purchased new. For customers who choose to keep their original unit, normal repair procedures are followed. The warranty clock for this unit will be reset as if it were a new unit.



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- § Customer ownership date is determined by the warranty start date.
 - § The policy covers the standard warranty period not to exceed 12 months.
 - § This policy does not apply to accessories, supplies, parts, software or systems. Stand-alone parts are an exception and a replacement can be offered.
 - § The method for processing returns is the field "credit and re-bill" process.
 - § Disposition of failed units is at the discretion of the owning entity.
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If Agilent is unable to repair or replace any product to a condition as warranted, the customer shall be entitled to a refund of the purchase price upon return of the product to Agilent. (See section 2.3).

3.12 Networks

When Agilent products are part of a customer's network, Agilent will only cover failures of the Agilent products and not communications or other products on the network.

3.13 Non-Agilent Products

When a non-Agilent product is integrated into an Agilent product or system, it typically has Agilent warranty. This warranty may or may not be the same as the Agilent parent product. Non-Agilent products configured into Agilent equipment by a customer will not have an Agilent warranty.

The handling of warranty claims depends upon the agreement between the WWPR entity and the non-Agilent manufacturer. Typically, Agilent will absorb the troubleshooting time to isolate the problem to a non-Agilent product. The party absorbing the repair cost depends upon the OEM agreement. Details of service for these non-Agilent products are found in the Whole Product Support Plan. The Whole Product Support Plan is prepared for each product by the WWPR entity.

3.14 Parts and Exchanges

Parts and exchange assemblies receive a 90 day warranty from date of delivery except where prohibited by local law. For example, some EU countries, like Germany, require a 12 month warranty.

3.15 Preventive Maintenance

Typically preventive maintenance is not included in the standard warranty period. Check the Product Support Plan, if in doubt. If PMS are part of standard warranty, they would be a warranty expense.

3.16 Product Modifications

Products are sold on the basis of specifications at the time of sale. Agilent warranty does not cover modifications or updates to products once sold. The following exceptions are:

Agilent Performed Specials

When requested by the customer at the time of sale, an Agilent product can be factory modified. These products, including the modification, typically carry the normal product warranty but may have reduced warranties. Check with WWPR for specific coverage.

Customer Performed

When the customer performs modification on a product in warranty, Agilent will not assume any responsibility unless the proposed modification is approved in advance by the WWPR entity.

Service Notes

Service notes are issued and paid for by WWPR entities and may contain modification instructions for products. Service note authorized modifications are independent from and not related to warranty. For specific information on Service notes, reference the Service Note Implementation Policy (233.0900). Service note repairs or modifications are covered for 90 days after completion and are not charged to warranty.

3.17 Product Upgrades

When an upgraded product fails and the customer engineer cannot distinguish the source of the failure, the repair is covered by the warranty of the upgrade. Standard warranties for upgrades are typically 90 days. Repairs not related to the upgrade will be charged to the parent product under warranty, service agreement or trade call depending upon what is available.

3.18 Remarketed

Remarketed products are identified with an "R" or "-RMKT" suffix to the product number. Remarketed products may be sold with the standard warranty of the corresponding new product or sold with no warranty ("As Is"). The FSU organization of EMG states that for remarketed products still active on the CPL, the warranty is the same as new products. For products that are discontinued, there is a 1 year warranty. In any case, the warranty must not exceed the End of Support date for the product.

3.19 Specially Negotiated Warranty

Changing or canceling standard warranty for any customer, even a global customer, is highly discouraged because it cannot be easily recognized at the time of entitlement. Warranty is standardized worldwide by product (subject to local requirements) and it cannot be deleted. It is difficult to create a non-standard warranty for one customer. Any changes to standard warranty that impacts entitlement (delivery, duration, content) must be reviewed and approved by the Region Services Manager (for LSCA the Region Services Business Manager) and the WW Services Marketing Manager. These changes must be reported to the WWPR warranty administrators to be entered into CSS. Changes to Warranty Terms and Conditions that do not impact entitlement must be reviewed by Legal and approved by the Region Contracts Manager.

3.20 Systems

A system, also called marketing bundle system, system reference or configured system, is a configured group of Agilent products, sold under a single product number. The products comprising the bundle can be from several suppliers or product lines.

The level of warranty coverage and services sold up-front offered for systems and their configured products are determined by the WWPR entity and are structured to the hardware product's bill of materials. This allows the appropriate warranty and service items to be shipped with the system and its products. When the individual products within the integrated solution require warranty service, the Agilent supplier of the failed product within the solution is the WWPR entity.

3.21 Other Special Notes and Definitions of Coverage

Refer to the Agilent Warranty and Installation Information (E26) for more information.

SECTION 4 - WARRANTY ADMINISTRATION

4.0 Customer Service System (CSS)

The primary system used for determining warranty status is the Customer Service System (CSS or Siebel system). The information is provided on the Asset and Asset Warranty Views. Lookups can be done based on the customer account information and/or a combination of model number and serial number.

4.1 Determining Warranty Status

Warranty status of Agilent products can be determined only when the product is identified through a unique product /serial number combination. It is the responsibility of the entity shipping the product to ensure that the minimum required shipment data (customer contact info, product number, serial number, ship date, etc.) is passed in a timely and accurate manner to support customer warranty entitlement.

4.2 Grace Period

The CSS system (Siebel) use the factory shipment date to calculate the warranty period start date. However, from an entitlement process perspective, 30 days is added to the shipment date to account for time the product is in transit and delivered to the customer. This is known as the grace period and it ensures the customer receives the full warranty period.

If it is a system purchase, the Agilent installation date is used as the warranty start date. The CSS system must be manually updated to reflect the change in the warranty start date.

For Agilent products sold to indirect channels (VARs, Distributors and SIs), the Agilent warranty period for their end-user customers begins the day the end-user receives the product or 90 days from the delivery date to the channel partner, whichever is first. This is to cover the time the product is in the channel partner's inventory. The maximum total grace period for end-users who have purchased Agilent product from channel partners is 120 days (30 days plus 90 days).

4.3 Installation and Site Prep

Agilent installation and site prep is not part of warranty. It is assigned separately to the product. A product will receive installation services if it is part of a system delivery, and the controlling product receives installation. When installation or site prep is included in the purchase price of the product, the WWPR entity is legally billed for the service at the established standard price or at time and materials if no standard price exists. The WWPR entity is also billed for travel expenses. In cases where installation services are not included in the purchase price, customers will be charged for installation services.

4.4 Service Order (SO) Information

The field service organization is responsible for documenting all service delivery, repairs and installation on a Service Order (SO) in the Customer Service System (CSS). Service Orders provide accounting information for proper billing and quality information for design improvements so it is important they are done in an accurate, timely and complete manner.



NOTE: When product warranty responsibility transfers from one division to another, the CPL must be updated by the new WWPR entity to reflect this change. The field is not held responsible for Service Order (SO) records misrouted due to CPL errors.

4.5 Services Sold Up-front

Additional services or enhancements to standard warranty may be purchased up-front with the product. Regardless of what services sold up-front are called (extended warranty, warranty extension, support sold up-front), they are treated as service agreements and are not to be confused with standard warranty. Services such as installation, site preparation, calibration, phone support (technical or application) and training are not considered standard warranty although these may be bundled in the final product price.

Services sold up-front are locally delivered and are not all honored globally. They should not be confused with Global Warranty. EMG products with Return to Agilent repair can be honored globally since the products can be shipped to a regional repair facility. On-site services cannot be honored globally since on-site service delivery is not available in all countries.

From legal and E16 perspective, remedies for standard warranty are different compared to service agreements. Standard warranty provides a refund of the product purchase price if repair and replacement is not adequate. Service agreements do not provide this remedy. Standard warranty is transferable without certification of good working condition (except for products originally installed by Agilent per section 2.2) while transfers of extended warranty/ service agreements require this certification at the customer's expense.

4.6 Warranty Conversion Options

Warranty conversion options give the customer several coverage choices for standard warranty at no additional cost. For example, 3 years Return to Agilent standard warranty can be converted to 1 year On-site standard warranty. They are selected at the time of product purchase and are not available after the hardware purchase. If applicable, they are listed under the hardware options on the product structure.

For EMG, warranty conversion options are part of the support structure attached to the HW bill of materials.

4.7 Warranty Types

Warranty types are attached to each product and are stored as part of the product structure (Bill of Materials). Some countries have legally defined the minimum length and level of warranty coverage and in those countries the legal terms prevail. Reference the Agilent Warranty and Installation Information (E26) document for further details on warranty deliverables.

SECTION 5 – INDIRECT CHANNEL WARRANTY

5.0 Authorized Indirect Channel Partners

Depending upon the type of indirect channel partner relationship, Agilent warranty may or may not be passed along to the end-user. The following table describes the different types of channel partners and warranty responsibilities for each. For indirect channel partner definitions see Appendix 6.1.

RESPONSIBILITY			
CHANNEL PARTNER (CP)	Who provides warranty service on the Agilent product?	Who is the first point of contact for the end-user on warranty service?	Warranty to Channel Partner
VALUE ADDED RESELLER, SYSTEM INTEGRATOR	Agilent provides warranty service. Agilent warranty passes to end-user. LSCA: In some cases VARs provide warranty service but this is not encouraged.	Agilent is typically the first point but end-user may first contact CP who then may determine if Agilent warranty repair is needed. LSCA: VAR is always the first point of contact regardless who is providing the service	90 days from delivery to reseller (60 days to inspect, 30 to return)
ORIGINAL EQUIPMENT MANUFACTURER	Agilent provides warranty service only to OEM. LSCA: Most OEMs provide warranty service and no Agilent warranty passes to either OEM or end-user.	OEM is the first point of contact regardless who is providing the service. OEM will call Agilent if repair is needed.	Standard Product Warranty + 90 days (assumes Agilent provides warranty service to OEM) LSCA: OEM gets 90 days from Agilent if OEM provides service
RENTAL/ PREMIER Rental	Agilent provides warranty service only to Rental company.	CP is the first point of contact.	Standard product warranty with delivery date to CP as the start.
DISTRIBUTOR (typical situation but may be slightly different for each business)	Agilent provides warranty service. Agilent warranty only passes to end-user.	Agilent is typically the first point but end-user may first contact CP who then may determine if Agilent warranty repair is needed.	90 days from delivery date to reseller
INT'L DESIGNATED RESELLER	Depends. Either party may provide service. If Agilent provides warranty service, then	CP is typically the first point of contact. If Agilent provides warranty, CP may decide if	No warranty to IDR, only 90 day from delivery date

	Agilent warranty passes to end-user.	product needs to be repaired by Agilent.	to IDR DOA protection (60 days to inspect, 30 to return)
NAT'L DESIGNATED RESELLER	Depends. Either party may provide service. LSCA: Selling systems in Brazil and Mexico. Agilent provides service to end-user.	CP is typically the first point of contact. If Agilent provides warranty, CP may decide if product needs to be repaired by Agilent.	No warranty to NDR, only 90 day from delivery date DOA protection (60 days to inspect, 30 to return)

5.1 Warranty Expense Reimbursements

The only channel partners that are eligible for warranty reimbursement are International Designated Resellers or National Designated Resellers. These channel partners may perform warranty services for Agilent. The warranty services are typically pre-funded by a discount that is established in the channel partner agreement.

Occasionally, equipment not sold by the International Designated Reseller but located in their exclusive territory requires warranty repair. The IDR will act on Agilent's behalf and repair the unit. Agilent will reimburse the IDR an agreed upon fixed percent per the contract or for actual expenses. The warranty expense resides in the country that performed the reimbursement.

To receive a reimbursement, the reseller must submit a claim within 30 days of the repair or replacement. Agilent honors only claims from authorized resellers. A claim must include product / serial number of the repaired unit, the completion date of the repair, a description of what was done, and the customer's name/ address.

5.2 Return to Agilent Distributor Responsibility

In situations with local distributors, the following rules apply.

- If the distributor does not have full service capability and is not compensated for warranty services, the distributor can arrange shipping logistics but the customer is still responsible for the shipping costs to Agilent.
- If the distributor has full service capability and is compensated for warranty service, the distributor will pay shipping costs to Agilent if they cannot repair the product.

If a customer "drop-ships" a product into a distributor country and the distributor is not compensated on these shipments, the customer will be responsible for the shipping costs to Agilent.



SECTION 6 – APPENDIX

6.0 Policy Websites

Warranty: http://customerfirst.corporate.agilent.com/Policies/warranty_info.shtml
for Agilent Warranty and Installation Information, Exhibit E26 (217.0200)

Services: http://customerfirst.corporate.agilent.com/Policies/support_policy.shtml
for Service Note Implementation Policy (233.0900)

Sales & Marketing: http://customerfirst.corporate.agilent.com/Policies/sales_policy.shtml
for Order Cancellation and Product Return Policy (215.0200)

Contracts: http://customerfirst.corporate.agilent.com/Policies/contract_policy.shtml
for Agilent's Terms and Conditions of Sale and Service, Exhibit E16 (217.0100)

6.1 Indirect Channel Partner Definitions

Channel Characteristics	VAR	OEM	DISTR	SI	M DISTR	IDR	MR	RENT AL
Takes Title	X	X	X	X	X	V		X
Advertises and promotes	X	X	X	X	X	X	X	X
Collaborates with Agilent Sales Force	X					X	X	X
Has own Sales Organization	X	X	X	X	X	X	X	X
Receives leads from Agilent	X					X	X	X
Agilent provides 1st point of contact for support	V		V	X	X	V	V	V
Integrates product into their own		X						
Significant value/functional enhancement	X							
Sales and Marketing Assistance from Agilent	X					X	X	
Carries Inventory			X		X	V		
Resells Agilent products	X	X	X	X	X	X		
Provides coverage in specific geographies/markets	V		X		X	X	X	
Provides custom/integrated solutions for a project				X				
Integrates H/W, S/W, design and/or project management				X				
Sells to Authorized Agilent Resellers					X			
Order management, invoicing, and collection capability			X		X	X		
Commission based						V	X	
Agilent invoices end user						V	X	
Available in countries where there is no Agilent subsidiary						X		
Agilent provides warranty to end user	X	V	V	X	X		X	
Agilent provides warranty to channel partner		V						
Rents and leases Agilent Products								X

X means the characteristic applies always. V means it applies to a sometimes - variable.