
BAYTECH EVALUATION POLICY

All BayTech evaluation units are assumed to be on a return/purchase status. The Evaluation unit has a **Thirty-day trial period**. At the end of thirty days the product must be purchased, returned with an RA number, or **an extension of trial time must be requested**. If the evaluation unit is not returned within the specified timeframe, the unit will be assumed procured and immediate payment is expected.

Evaluation Process:

Customer completes and submits BayTech's Evaluation Request Web Form at http://www.baytech.net/support/reseller_eval_app.shtml. The Evaluation Request Form may also be printed out, completed and faxed to 228-467-4551. (See Attachment A)

Once Baytech receives the Evaluation request, an Applications Engineer will verify the product(s) being requested. The customer may be contacted for further information, if needed. The evaluation request is then submitted for processing and processed the same as any other customer order.

After the thirty-day trial period, the customer determines whether to keep the evaluation unit and purchase it or return the unit. If the customer decides to keep the evaluation unit, a PO must be submitted, or be paid with credit card. If customer decides to return the evaluation unit, follow the Return Authorization process below.

If the customer needs more time to evaluate the unit, an extension must be requested in writing. Fill out the Evaluation Extension Request Form (See Attachment B) and fax it to 228-467-4551 or email it to support@baytech.net.

IMPORTANT:

Future evaluation requests depends on the settlement of outstanding orders, therefore customers must have your account up-to-date if you would like to continue to use this service.

Requesting Return Authorization for Evaluation Units:

When a customer has completed the evaluation, the evaluation unit is handled the same way as any other product being returned to BayTech.

A Return Authorization (RA) number must be obtained before returning the BayTech product. Have the serial number and reason for the return handy. Customers in the Continental U.S. can call 1-800-523-2702 or international customers can call 228-467-8231 to obtain a return authorization number.

Return Authorization Process:

a. Contact BayTech to get a **Return Authorization (RA) Number**.

IMPORTANT: BayTech will not accept any returns without an RA number.

b. Package the unit carefully in its original packaging or similar packaging. The warranty does not cover damage sustained during shipment. Enclose a letter with your name, address, RA number, daytime phone number and description of the return.

c. Mark the RA number clearly on the outside of the package.

d. Ship the unit by insured, prepaid carrier to the following address:

**Bay Technical Associates
200 North Second Street
Bay Saint Louis, MS 39520
RA #: 140-xxxxx**

ATTACHMENT A:



Reseller Product Evaluation Request Form

Customer Information

Company Name _____ Evaluator's Name _____

Title _____ Phone _____

Fax _____ E-mail _____

Address _____ State, Zip _____

City _____

How did the customer learn about BayTech? _____

Who is your contact at BayTech? _____

Who will ultimately be responsible for the decision? _____

What is the evaluation purchase order for the evaluation? _____

If no purchase order has been issued why? _____

Application Information

BayTech products requested _____

Number of potential sites _____ Number of units per site _____

Project Name _____ Anticipated start date of project _____

Has the budget been approved for the project? _____ Will this become a company standard yes no
yes no How much _____

Data Center/Computer Room/Remote Location Application Details

POWER CONTROL

How many racks or enclosures _____ What is the voltage _____

Number of receptacles per rack required _____ Number of circuits per enclosure _____

Access and control: Ethernet (Telnet) SSH Local RS232 SNMP Dial-up(Modem)

CONSOLE ACCESS

How many racks or enclosures? _____ Number of consoles per rack _____

Access and control: Ethernet (Telnet) SSH Local RS232 SNMP Dial-up(Modem)

Model Numbers of equipment being connected to the Console Product. _____

Confirmation

By submitting this form, I _____ agree to take full responsibility of the BayTech evaluation unit upon receipt of the unit for any loss, damage, or misuse/abuse of the unit.

Signature _____ Date _____

ATTACHMENT B:

Evaluation Request Extension Form

Company Name _____ Date _____

Evaluator Name _____ Phone _____

Address _____

City, State, Zip _____

Product Being Evaluated _____ Unit Serial # _____

BayTech Order # _____

Reason for Evaluation Extension

Confirmation

By submitting this form, I, _____, agree to take full responsibility of the BayTech evaluation unit for any loss, damage, or misuse/abuse of the unit, and any additional charges that may be incurred.

Signature _____

Date _____

BayTech Manager Approval _____

Approval Date _____