

Continental Resources, Inc. (ConRes) offers you the Bench Backup Plan (the Plan). The Plan is currently offered to customers in the continental United States and Canada. Eligible products include the Tektronix MDO4000, MSO/DPO3000, MSO/DPO4000, MSO/DPO5000, and TDS3000C Series Oscilloscopes. We offer a 100% money-back satisfaction guarantee\*.

- A. Applies to the continental US only.
- B. You may elect 1 (one), 3 (three), or 5 (five) year coverage. Coverage starts on the day ConRes receives your purchase order for the Bench Backup Plan. ConRes will invoice in advance, payment terms net 30 days.
- C. The Plan is available on Tektronix MDO4000, MSO/DPO3000, MSO/DPO4000, MSO/DPO5000 and TDS3000C series Oscilloscopes and must be purchased at the same time you purchase any eligible Tektronix oscilloscope(s).
- D. If the Tektronix oscilloscope covered by the Plan (the Unit) suffers a hardware failure that Tektronix is unable to resolve via phone technical support, thereby requiring the return of the Unit to Tektronix for service<sup>1</sup>, ConRes will provide a temporary replacement (the Replacement) of equal or better functionality. The Replacement is selected by ConRes at their discretion.
- E. Provided ConRes receives the Tektronix "Return for Service" notification by 6pm Eastern Time, the Replacement will ship same day or within 24 hours with the following exception(s):
  - a. Should ConRes receive a Tektronix "Return for Service" notification after 6pm Eastern Time or on a Friday, weekend, Holiday or any time that ConRes is closed: the Replacement will ship on the next business day.
  - b. All efforts will be made by ConRes to deliver the Replacement as quickly as possible.
- F. ConRes will pay to ship the Replacement to your location. You will pay shipping costs to return the Replacement to ConRes. It is recommended that you obtain insurance on the Replacement to cover any damages, loss or theft of the Replacement during its return shipping to ConRes.
- G. Unless you elect to purchase the Replacement, the Replacement must be shipped to and received by ConRes within 5 business days of your receipt of your returned Unit. If the Replacement is not received by ConRes within 5 business days from the date on which you received your Unit, then ConRes will bill you for the Replacement at 5% off the Manufacturer Suggested List Price of the Replacement.
- H. ConRes retains title to the Replacement. You are responsible for risk of loss of the Replacement while Replacement is in your possession. The Replacement and its accompanying accessories must be returned in the same condition in which it was issued to you. If the Replacement or any of its accessories are broken due to misuse, lost,

stolen or damaged during transit, you will be billed for the value of the item(s) and/or all costs to repair or replace the Replacement (at ConRes discretion). We recommend you insure the Replacement during shipping.

### *How It Works:*

1. If the Unit covered by the Plan experiences a hardware failure, contact ConRes Customer Support at **800-775-4877 OPTION 3**.
2. ConRes Customer Support will supply you with an RMA number and initiate the Service Call with Tektronix. Tektronix will have a Support Specialist contact you to try to resolve the issue by phone or online.
3. If the Tektronix Support Specialist determines that the Unit must be returned for repair, Tektronix will confirm your RMA number and provide you with instructions for returning the Unit to Tektronix for repair. Note: Equipment received without a valid RMA will not be accepted and will be immediately returned to you.
4. ConRes will ship you a temporary replacement unit, module, or probe the same or next business day in accordance with the schedule listed in section E.
5. When your Unit has been repaired and is on its way back to you, ConRes customer support will email you the tracking numbers and expected arrival date of your Unit and will coordinate the return of the Replacement to ConRes.
6. You may retain the Replacement until your Unit is returned to you by Tektronix. You must return the Replacement to ConRes within 5 business days from the receipt of your Unit. If the Replacement is not received by ConRes within 5 business days from the date on which you received your Unit, then ConRes will bill you for the Replacement at 5% off the Manufacturer Suggested List Price of the Replacement.

Continental Resources, Inc. (ConRes) reserves the right to modify or cancel this promotion at any time. If promotion is cancelled, ConRes agrees to refund the unused portion of the Plan's cost on a pro-rated basis. Credit will be issued upon return of the Replacement(s) outstanding.

Subject to credit approval and all standard ConRes Terms and Conditions.

\*Guarantee is offered on ConRes support service components only and is not applicable to any services provided or ordered through Tektronix. Guarantee is limited to the return of funds paid for the Bench Backup Coverage on the Unit. Guarantee expires 90 days from date of ConRes invoice for Bench Backup Plan. Guarantee is void if invoice is not paid on time.

1. As determined by Tektronix technical support.

The terms of this Agreement shall be governed by the laws of the Commonwealth of Massachusetts.