



Inter-Dimensional Technologies, Inc.

P.O. Box 392
Hop Bottom, PA 18824-0392

Better Technology...For A Better Life™

Electronic People Counter Policies As of April 28, 2010

Changes in Policies: Although there will be very few changes, Inter-Dimensional Technologies (d/b/a IDT Electronics; IDT) reserves the right to change these policies without any prior notice.

Unless otherwise noted in writing before the execution of the sale, the following terms will apply to all purchases of our Electronic People Counters. All prices are in US Dollars.

Return Policy: If Product does not perform as specified on the IDT website (www.IDTElectronics.com) or on any IDT printed advertising, Customer may return Product within thirty (30) days of delivery date, with a written explanation of the reason for the return, for a refund of the purchase price, less a restocking fee and shipping. If the order total is less than \$1500US, then this restocking fee will be fifteen (15) percent. If the order total is greater than or equal to \$1500US, then the restocking fee will be twenty-five (25) percent. Customer will pay return shipping charges and insure the equipment for the full purchase price. IDT will not accept returns for any other reason and will not accept any returns after this 30-day period. Customer **must** contact IDT via telephone before returning Product so that IDT can be sure that the product was installed and set up correctly. If Customer returns equipment without contacting IDT beforehand, or if Customer returns Product after the 30-day return period, IDT reserves the right to refuse the receipt of the equipment and it will be returned to Customer. If Product is returned with damages not relating to shipping, IDT reserves the right to charge Customer for the damages. All charges due to damages described in this paragraph will have the terms of Net 30 days.

Manufacturer's Warranty: IDT will repair or replace, at its discretion, any returned defective product that fails within one (1) year of the delivery date. This warranty will be void if the Product is misused, abused, installed inconsistently with the provided Product instructions or if overdue balances exist. IDT will accept returns of defective product for repair or replacement, if and only if, IDT Technical Support personnel indicate to do so in advance; ensuring IDT Technical Support personnel are given the opportunity to distinguish between product failure and installation and/or operating errors.

The manufacturer's warranty will cover all labor and parts required to repair or replace the faulty equipment. The warranty does not cover misuse, accidental damage outside the realm of standard operation, such as dropping equipment, pouring liquid on equipment, dropping something on equipment, etc. Any such damage or misuse will void the warranty. The equipment is designed to be used indoors and any damage due to outdoor use, such as rain or extreme dust or debris will also void the warranty. The manufacturer's warranty does not include shipping charges back to IDT. IDT will ship equipment back to Customer via USPS Priority Mail or UPS Ground (whichever IDT chooses) and pay for shipping charges if Customer is located in the US. If Customer is outside of US, then Customer will be responsible for shipping charges from IDT back to Customer's location, even if the equipment is under warranty.

The RTC-P3 uses Category 5 networking cable. If a crimp connection is found to be faulty when installed at Customer's location, IDT will repair the cable after Customer ships it back to IDT. IDT will not be responsible or liable for any third-party installers hired by Customer to debug or repair the given cable at Customer's location.

If the Product fails after the warranty period, IDT will determine if it will repair the product and, if so, will issue a repair quotation including parts, labor and shipping.

Technical Support: The following describes our free technical support within the first 30 days after the delivery date. It then describes the two options after the free technical support expires: the Yearly and Hour Technical Support Agreement.

Free Technical Support: IDT provides a certain amount of free minutes of technical support during the first 30 days after the delivery date via telephone and/or e-mail. The following number of minutes of free technical support is provided for each of the following models:

RTC-P3:	60 minutes
EPC-IRD1:	30 minutes
RTC-P1:	30 minutes
EPC-MAG1:	15 minutes

These free minutes of technical support are only offered **during** the first 30 days after the delivery date.

Customer has the option of purchasing a Yearly Technical Support Contract from IDT for the Electronic People Counter equipment and software. This Yearly Technical Support Contract **must** be purchased before these free minutes expire **and** before the 30 days after delivery date has arrived. If IDT does not receive payment for the Yearly Technical Support Contract within 30 days after delivery date **and** before the free minutes expires, then Customer will be placed in the Hourly Technical Support Contract by default.

Both the Yearly and Hourly Technical Support Contract consists of support via telephone and/or e-mail. We do not offer onsite technical support.

Yearly Technical Support Contract: The following are the current Yearly Technical Support Contract fees for each model:

RTC-P3:	\$34.95
EPC-IRD1:	\$19.95
RTC-P1:	\$19.95
EPC-MAG1:	\$9.95

Customer will be charged a prorated amount for the remainder of the year in which the purchase was made. Then, IDT will mail or e-mail an order form shortly before the next calendar year so that Customer can select between the Yearly or Hourly Technical Support Contract for the next calendar year.

Non-US customers will be responsible for long distance charges. Non-US Customer will be required to call IDT in order to accept the long distance charges. If Customer has multiple installations, Customer must purchase The Yearly Technical Support Contract for **all** units.

If Customer requires technical support in interfacing to Microsoft Excel or any other third-party software, then an hourly rate will apply because this is not covered under the Yearly Technical Support Contract.

IDT interfaces with two third-party software systems with the RTC-P3; Myriad Software (www.myriadsoft.com) and UTC Retail (www.utcretail.com). In the event that Customer is using the RTC-P3 and is interfacing with either of these two third-party software systems, or if Customer is redirecting output to a folder location other than the default location, or if Customer is transmitting data in a way other than Serial or USB port (for example, Serial-to-Ethernet converter device), then Customer has the option of purchasing an additional level of yearly technical for these situations. That is because the Yearly Technical Support Contract for the RTC-P3 does **not** include any interfacing to third-party devices or software. When IDT is supporting this next level of interfacing with the connection of the RTC-P3 to Myriad Software, UTC Retail, any other third-party software, or any third-party devices, IDT **requires** that Customer provide IDT with a competent IT individual with whom to work, who is familiar with Customer's network and knowledgeable of networks. If Customer cannot provide IDT with a competent IT individual with whom to work, then IDT reserves the right to either charge the standard hourly rate, or refuse to provide technical support until a competent IT individual is provided by Customer. That is because IDT will not know the details of Customer's network.

IDT reserves the right to place Customer in the Hourly Technical Support Contract for any reason and at any time, or refuse Customer the option of the Yearly Technical Support Contract. If Customer has already paid the Yearly Technical Support fees, then IDT will refund Customer a prorated amount for the remainder of the year and Customer will be required to pay for all technical support as per the Hourly Technical Support Contract, as described below.

Hourly Technical Support Contract: The current hourly rate for hourly technical support is \$70/hour and billed in six-minute increments. There is a minimum charge per incident for hourly technical support. The following is the minimum hourly technically support charge for each model:

RTC-P3:	\$21.00 (0.3 hours)
EPC-IRD1:	\$14.00 (0.2 hours)
RTC-P1:	\$14.00 (0.2 hours)
EPC-MAG1:	\$14.00 (0.2 hours)

This means that if a technical support incident for the RTC-P3 requires 18 minutes or less to resolve, Customer will be charged \$21. Similarly, if a technical support incident for any models other than the RTC-P3 requires 12 minutes or less to resolve, Customer will be charged \$14. This is why we recommend that the customer select the Yearly Technical Support Agreement. The Yearly Technical Support Agreement almost pays for itself for one incident. Even if an incident can be resolved in a few minutes, the minimum charge will apply.

Customer **must** provide IDT with credit card information that will be used to charge for the incident **before** any technical support is provided. Customer will not be provided payment terms for hourly technical support.

If an incident requires more than 18 minutes for the RTC-P3 or more than 12 minutes for any models other than the RTC-P3, then Customer will be billed for every six minutes thereafter. As an example, 19 minutes will incur a charge of 24 minutes (0.4 hours).

Non-US customers responsible for long distance charges. Customer will be required to call IDT in order to accept the long distance charges.

Extended Warranty: After the standard one-year warranty expires for the equipment, Customer has the option to purchase an extended warranty from IDT. This extended warranty will cover all labor and parts required to repair or replace the faulty equipment. The warranty does not cover misuse, accidental damage outside the realm of standard operation, such as dropping equipment, pouring liquid on equipment,

dropping something on equipment, etc. Any such damage or misuse will void the warranty. The equipment is designed to be used indoors and any damage due to outdoor use, such as rain or extreme dust or debris will also void the warranty. The extended warranty does not include shipping charges back to IDT. Customer must insure shipment back to IDT or incur the liability of damage during shipping. IDT will ship equipment back to Customer via USPS Priority Mail or UPS Ground (whichever IDT chooses) and pay for shipping charges if Customer is located in the US. If Customer is outside of US, then Customer will be responsible for shipping charges from IDT back to Customer's location. Customer must insure shipment back to IDT and IDT will insure shipment back to Customer, or Customer will incur the liability of damage during shipping.

The yearly charge for an extended warranty for each model is as follows:

RTC-P3:	\$59.95
EPC-IRD1:	\$16.95
EPC-IRD1e:	\$9.95
RTC-P1:	\$29.95
EPC-MAG1:	\$12.95

If Customer's warranty expires midway through the year, Customer will be charged a prorated amount that will extend the warranty through the end of the current year. Customer can then extend the warranty for another year by purchasing the extended warranty for that entire year.

The RTC-P3 uses Category 5 networking cable. If a crimp connection is found to be faulty when installed at Customer's location, IDT will repair the cable after Customer ships it back to IDT. IDT will not be responsible or liable for any third-party installers hired by Customer to debug or repair the given cable at Customer's location.

Overdue Invoices: IDT charges two (2) percent interest per month on all invoices overdue by more than 30 days. A five-dollar (\$5.00) processing fee is also charged for each invoice that is mailed or e-mailed to Customer for invoices that are overdue by more than 30 days. IDT reserves the right to pause the standard one-year warranty, extended warranty and all technical support if any invoices are overdue by more than 30 days.

Privacy: IDT does not sell, rent, lend or provide customer information to any third parties for any reason at this time, unless it would be required by law. IDT may provide potential customers Customer contact information, such as name, company name, phone number and e-mail address so that potential customers can contact Customer for reference. If Customer does not wish to be included in any potential reference list, then Customer can notify IDT of such wishes.

Liability Disclaimer: IDT declines any liability if the product produces incorrect or incomplete information due to the malfunction or failure of the product. IDT declines any liability of any decisions made by Customer based on incorrect or incomplete information due to the malfunction or failure of the Product.

Product Intention: Customer agrees only to resell, lease or rent the Product with the expressed written consent of IDT.

DISPUTE RESOLUTION: In the unlikely event of any dispute at law or equity between the Parties, the Parties consent and agree to submit the matter to final and binding resolution in Magisterial District 11-1-02 located at 150 South Pennsylvania Avenue, Wilkes-Barre, PA 18701, which Court shall have exclusive jurisdiction and Court of Common Pleas powers based on this agreement, waiving the usual jurisdictional limits. **The magistrate's decision shall be final and binding without appeal to or jury trial in the Court of Common Pleas, which rights are hereby mutually waived in the interests of economy, privacy, and speedy resolution.** The Parties agree to request the Magistrate to deliver a written opinion setting forth factual findings, the decision rationale, and a judgment/order that can be filed in any court having jurisdiction. At the expense of the moving party, the Magistrate may reconsider the opinion once upon a written motion submitted and served within ten (10) business days of the opinion's date.

IDT is not responsible for any typographical errors in this document and cannot be held responsible for such errors.