BEST Kit Refurbishment Program 2014

Program Description

- This is a fixed price refurbishment program that covers only the item listed in Table 1.
- The program price to BEST Hubs is **$50 per kit**, which includes freight shipping from VEX to the BEST Hubs, but does not include the shipping cost to return the kits to VEX Robotics.
- VEX Robotics will schedule delivery from the hubs to the VEX Robotics warehouse and the shipping charge will be calculated at the time of order.
- The Refurbishment program is optional, but if a Hub decides to participate in the refurbishment program, then all items in Table 1 used in the previous season must be returned for refurbishment.
- Only specified parts in Table 1 are covered.
- VEX Microcontrollers will be tested under the same conditions as the factory test.
- Items with physical damage that affects the function of the item will be repaired or replaced.
- Items that are not the same as the current production revision will be replaced.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Qty</th>
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</thead>
<tbody>
<tr>
<td>276-2194</td>
<td>VEX ARM® Cortex®-based Microcontroller</td>
<td>1</td>
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</tbody>
</table>

Table 1: Refurbishment Items

Refurbishment Ordering Process:

1. Only the items listed in Table 1 should be sent back for refurbishment and are to be packaged and secured according to the UPS packaging guidelines listed on the UPS web site link provided here: [http://www.ups.com/content/us/en/resources/ship/packaging/guidelines.html](http://www.ups.com/content/us/en/resources/ship/packaging/guidelines.html).
2. The BEST refurbishment program part number is 270-2203 and will be listed on the BEST Portal page at [www.vex.com](http://www.vex.com), but BEST Hubs must call VEX Robotics at 903-453-0802 to order the BEST Refurbishment Program and schedule kit pick-up. The following information is required at the time of order:
   a. The quantity of units to be refurbished.
   b. Billing Address
   c. Shipping Address (note: shipping address will be used for pick-up and delivery)
   d. E-mail address of BEST Hub representative responsible for preparing kits for pickup.
   e. Requested pick up date.
3. VEX Robotics will e-mail the shipping labels to the e-mail address from “d” above to be placed on the packages prior to pick-up. Labels must be placed on the packages per #1 above.
4. UPS small package will pick up the kits from the hubs based on requested pick up date from “e” above.
5. VEX Robotics will arrange shipment back to the Hub after refurbishment is complete. Please allow 4 weeks from the date of pick-up for delivery of the refurbished kits.