**TECHNICAL SUPPORT POLICY**

Southern Avionics Company (SAC) provides Technical Support and Operational Assistance to Customers and interested parties by Phone, email and in person for all products manufactured by SAC.

As the manufacturer and designer, SAC is the ultimate authority to analyze, diagnose and provide ideal solutions to any problem encountered with our equipment.

Using our more than 50 years of experience, we routinely provide timely, accurate and permanent solutions to all Customer inquiries.

Technical Support is included at no cost for our Service Plan Customers, and is offered on a limited basis to Customers whose equipment is within our Two Year Standard Warranty Period.

For all other Customers, phone and email Technical Support is be billed at the rate of $150 per hour, minimum of 2 hours.