



9 June, 2003

To: Digidesign European Customer Support
Attn:
FAX:
RA number(s):
(one copy of this letter to be signed for each shipment)

Dear Sirs

Re: Advance Replacement Parts Terms and Conditions

During the course of business, Avid Technology International BV, an authorised distributor of Digidesign products and referred to in this letter as ("Digidesign"), has previously supplied customers with replacement parts shipped in advance of Digidesign receiving back faulty parts, without that supply being covered under our standard terms and conditions. We are now formalizing this procedure, so in consideration of your taking advantage of this service in the future we would be grateful if you could indicate your acceptance of the following terms by signing and returning one copy of this letter per shipment.

You will be entitled to have replacement parts shipped in advance of Digidesign receiving back the faulty parts. Digidesign will use reasonable endeavours to ensure dispatch to you within 24 hours. A request for a spare part must be accepted by Digidesign by 15:00 Dublin time for the part to ship during that working day. Certain geographical locations and/or customs restrictions may delay delivery and these will be notified as soon as Digidesign is aware that there is an issue. Failure to return the faulty part within 10 days of shipment of the replacement part to you will result in Digidesign invoicing you for the full retail price of the replacement part. Digidesign will not accept return of any faulty parts after expiry of the 10 day period stated above. Digidesign reserves the right to suspend advance parts shipment where there are outstanding invoices relating to replacement parts.

If you choose not to accept the above terms then we will no longer be in a position to provide this service to you. You will however be able to use Digidesign's standard Replacement Parts Policy which requires you to return any faulty parts to Dublin before we are able to ship a replacement to you.

Yours sincerely,

Handwritten signature of Patrick O'Beirne

Patrick O'Beirne
Director, Avid Technology International B.V.

I confirm that I accept the terms of Digidesign's Advance Replacement Policy as set out in this letter.

Signed by authorised signatory

Date

Print name and title

Print name of company

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