

Product Obsolescence Policy

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For more than 25 years, Parvus has been committed to providing our customers with high quality products and to maintain those products in production to ensure mutual long-term market success. Parvus strives for an eight (8) year minimum life for standard and modified standard products. In fact, many Parvus products have remained in production for ten (10) years or longer. When it becomes necessary to obsolete a product, Parvus will notify customers concerning such product, recommend functional product migration options, and coordinate Last-Time Buy purchases with such customers.

The steps below outline Parvus' Product Obsolescence Policy:

1. A Product Change Notice (PCN) is issued for each discontinued product and distributed to customers by Website, email, and/or selective postal mail. The PCN will detail:
 - a. Products affected, and any recommended replacement parts
 - b. Last Order Acceptance Date
 - c. Date of Final Shipments
2. Unless otherwise restricted, the PCN will be issued at least six (6) months in advance of the final product shipments, depending on specific discontinuance circumstances. This should allow adequate time for customers to plan and act on Last-Time Buy purchases.
3. Within the Notice Period, to ensure product availability, customers will be required to submit a purchase order ("PO") for their final Last-Time Buy requirements.
4. Parvus will consider additional orders received after the final order date, if any surplus material is available.
5. All orders for discontinued product whether such product is standard or custom product are non-cancellable and nonreturnable (NCNR) at time of PO placement.
6. Delivery of the final orders will typically occur no later than one (1) full year after the final PO placement.
7. Parvus will honor standard warranty terms and conditions, including extended service contracts, unless noted in the PCN.

CONTACT US

To minimize impact on customer programs, Parvus encourages its customers to work with Parvus sales account managers to evaluate individual program needs, schedules, and technical requirements. Questions regarding this policy and its implementation, or questions about any ongoing individual product obsolescence can be directed to sales@parvus.com.