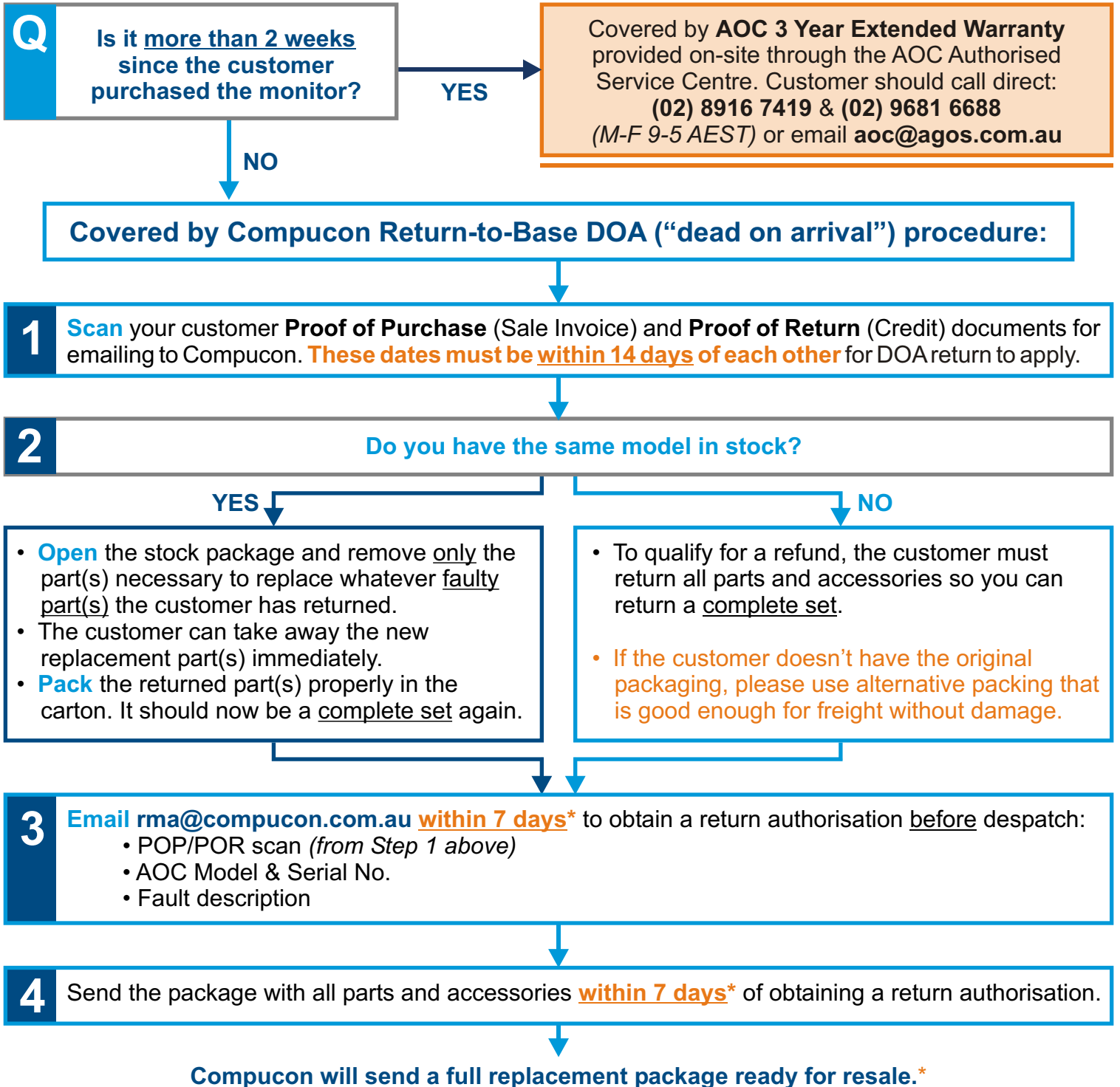




MONITOR REPLACEMENT PROCESS



* AOC imposes strict time limits on DOA returns. Prompt action within the indicated periods is essential, otherwise Compucon can not provide a new replacement, even for DOA claims.