



## **Limited Warranty**

The PROMAND warrants that all supplied products are warranted by the OEM and free from defects in material and workmanship for a period of (12) twelve months from the date of purchase for complete systems or 90 days for software, replacement parts or accessories for systems. This limited warranty shall only cover the original purchaser.

There is absolutely no warranty on the following: -

- A. Any product that has been physically altered, improperly installed or improperly maintained.
- B. Any product used in an improper application, abused or not used in connection with the proper parts.
- C. Any product that is defective due to accident, neglect or unauthorized repair.

There is no implied warranty of merchantability or fitness for a particular purpose. The PROMAND's obligation under this warranty is limited to the repair or replacement of the supplied products. There are no warranties that extend beyond the description on the face of this warranty.

The PROMAND will not be responsible for incidental or consequential damages, property damage or personal damages to the extent permitted by law. If there is by law an implied warranty of merchantability and/or fitness, they are limited to a term set forth above and start from the date of the original purchase. Some places do not allow limitations on how long an implied warranty lasts, or do not allow the exclusion of or limitation of incidental or consequential damages, so those limitations and exclusions may not apply to the customer. This limited warranty gives the customer specific legal rights and the customer may have other legal rights, which vary from state to state or country to country.

## **To Make a Warranty Claim**

To make a warranty claim, you must contact the PROMAND promptly and advise in writing the nature of the claim.

Before any merchandise is returned for warranty, please contact the PROMAND for a Return Material Authorization (RMA). We will need a specific and detailed description of your problem along with the type of product and contact information for you. Then the merchandise may be sent, freight prepaid and insured, to the PROMAND or our OEM as instructed by the PROMAND. All merchandise returned for warranty must be accompanied by an RMA.

If the warranty applies, the PROMAND or our OEM, at our sole option, and as your sole remedy, will repair and return the product, freight prepaid, surface rate or equivalent only. The PROMAND or our OEM is not liable for any taxes or duties associated with returned shipments.



Any repairs made by the customer or any other person or entity without the PROMAND's prior written authorization will render this warranty void.

The PROMAND and our OEM suppliers make no warranty: -

1. Concerning the compliance of the Equipment with any local, state, or federal laws or regulations, including without limitation electrical, building, or other codes or requirements. The customer agrees to accept full responsibility for complying with such laws, regulations, codes, and requirements.
2. Against any defect or damage incurred in transit.
3. Concerning (and does not assume in this or any other document) any obligation or liability in connection with patent or copyright infringement suits brought against the customer with respect to the supplied equipment, which were designed by the customer.
4. As to the durability and quality of, or other matter relating to, any materials used in conjunction with the equipment.

Other than as set forth below, the PROMAND makes no warranty, express or implied, with regard to the supplied equipment.

THE PROMAND WARRANTY HEREUNDER IS LIMITED TO REPAIRING OR REPLACING (AT THE PROMAND'S SOLE OPTION) ANY SUPPLIED EQUIPMENT THAT IS PROVEN TO BE DEFECTIVE, AND THE PROMAND SHALL IN NO EVENT HAVE ANY LIABILITY FOR ANY OTHER DAMAGES OF ANY KIND, INCLUDING WITHOUT LIMITATION PUNATIVE, EXEMPLARY, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

THE PROMAND WARRANTY FOR THE EQUIPMENT IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

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