



Standard 1-Year Limited Warranty

Customer: _____ Order #: _____

Serial #: _____ Part #: _____

Our warranty to you:

Sure-Response Inc. ("Sure-Response") warrants your product to be free from physical defects in material and workmanship for a period of 1 year from the date of the original retail purchase. If you discover a defect covered by this warranty, we will repair or replace the product at our option using new or refurbished components.

Product failures not covered by this warranty:

This warranty covers defects in manufacturing that arise from the correct use of the device. It is limited to defects in materials or workmanship and does not cover damage caused by abuse, misuse, unauthorized modification, liquid, lightning or power surge damage, extreme heat or cold, and corrosive environments. The warranty also does not cover the normal wear and tear on covers, cases, housing, connectors, and accessories. The warranty does not apply to any product with a missing, altered, or defaced serial number.

Limits of liability:

If these products fail or do not perform as warranted, your sole recourse shall be to repair the product as described above. We will not be liable to you or anyone else for any damages that result from the failure of this product. These damages include, but are not limited to, the following: lost profits, lost savings, lost data, damage to other equipment, and incidental or consequential damages arising from the use of or inability to use this product.

Sure-Response specifically disclaims all other warranties, expressed or implied, and the user shall deem the installation or use of this product an acceptance of these terms.

How to obtain service under this warranty:

RMA Numbers are required for all product returns by doing one of the following:

- ✓ Completing a request on our web site at <http://www.sure-response.com/#!contact/czpl>
- ✓ By sending an RMA request form to service@sure-response.com

Once a Sure-Response Support Engineer verifies you have a hardware problem that requires you to return your product, you will be provide with an RMA number. You must acquire an RMA number and deliver the defective unit to Sure-Response in order to obtain service under this warranty. All returned units must have the RMA number visible on the outside of the shipping package. You must either use the original packing or pack the unit securely to avoid damage during shipping. Return Authorizations are valid for 30 days after the RMA number is issued. Ship your product pre-paid to Sure-Response at the following address:

Sure-Response Inc
Service/RMA department
RMA#:
1075 N Reed Station Rd, Suite A
Carbondale, IL 62902 USA

