

FSR INC. WARRANTY

All products are covered by the warranties listed by Product Category. All warranties are void if equipment is tampered with, modified, damaged, or used in a way contrary to the original design of the product.

If units are found to be defective or damaged please refer to the section titled, ACCEPTANCE OF PRODUCTS AND PRODUCT RETURNS.

During the period of the warranty, FSR will make any necessary repairs without charge for parts or labor. The owner must prepay shipping charges to the factory or repair station; return-shipping charges

(via UPS Ground) will be paid by FSR. Warranties apply only to the original owner and are not transferable. Also, it does not apply to repairs done other than by the FSR Factory or Authorized Repair Stations. Warranty claims should be accompanied by a copy of the original invoice showing the purchase date and a RETURN MATERIAL AUTHORIZATION (RMA) number. Before returning any equipment for repair, please be sure that it is adequately packed & cushioned against damage in shipment, and that it is insured.

A. **Metal Products:** All floor boxes, wall boxes, and table boxes are under warranty against defects in materials & workmanship for one (1) full year from date of purchase provided they have been installed correctly and have been used for the purpose for which they were designed.

B. **IPS Products:** All IPS Products carry a lifetime warranty. Proof of purchase is required for all warranty claims.

C. **ML / BMS Systems:** All Custom ML Systems are under warranty against defects in material and workmanship for two (2) full years from date of purchase provided they have been installed correctly and have been used for the purpose for which they were designed.

D. **Modules:** All modules are under warranty against defects in material and workmanship for five (5) full years from date of purchase provided they have been installed correctly and have been used for the purpose for which they were designed.

E. **Signal Management:** All devices are under warranty against defects in material and workmanship for three (3) full years from date of purchase provided they have been installed correctly and have been used for the purpose for which they were designed.

F. **Switching Products:** All devices are under warranty against defects in material and workmanship for three (3) full years from date of purchase provided they have been installed correctly and have been used for the purpose for which they were designed.

G. **Power Products:** All devices are under warranty against defects in material and workmanship for three (3) full years from date of purchase provided they have been installed correctly and have been used for the purpose for which they were designed.

H. **Video Cables and Adapters:** All cables, connectors, and adapters are under warranty against defects in material and workmanship for three (3) full years from date of purchase

provided they have been installed correctly and have been used for the purpose for which they were designed.

ACCEPTANCE OF PRODUCTS AND PRODUCT RETURNS

Inspection and acceptance of Products shall be Buyer's responsibility. Buyer is deemed to have accepted the Products unless written notice of rejection is received within seven (7) days after delivery of the product. Buyer waives any right to revoke acceptance thereafter. Buyer shall report any discrepancy in quantity or damage within seven (7) days of delivery.

RMA Numbers are required: No return of product will be accepted by FSR without a RETURN MATERIAL AUTHORIZATION (RMA) number clearly marked on the outside of the package(s). FSR will issue all RMA Numbers in writing.

DEFECTIVE UNITS: If the returned products are claimed to be defective, a complete description of the nature of the defect must be included with the returned product.

CUSTOM ORDERS: Custom orders are non-returnable and non-cancelable.

ELECTRONICS: A restocking charge of Fifteen Percent (15%) will apply to all returned electronic materials. All product must be unused and in New & Re-sellable condition. Customer credit is subject to FSR's physical inspection. The Buyer is responsible for all freight costs both to and from FSR's factory.

METAL PRODUCTS: A restocking charge of Fifteen Percent (15%) will apply to all returned metal products returned within 30 days of the date of invoice. Metal Products returned after 30 days will be subject to a restocking charge of Twenty Five Percent (25%). All product must be unused and in New & Re-sellable condition. Customer credit is subject to FSR's physical inspection. The Buyer is responsible for all freight costs both to and from FSR's factory.

No returns for credit or exchange will be accepted after Sixty (60) days from original invoice date.

All RMA Numbers expire Thirty (30) days after date of issue and become null and void and no returns will be accepted after this 30-day period has expired.