



Planet Waves Limited Lifetime Warranty / OEM Return Policy

When returning products to Cleerline Technology Group, manufacture of Planet Waves products, you must contact the office at 866-469-2487 or email the information pertaining to the RMA to info@clrtec.com

Planet Waves, being a brand manufactured by Cleerline Technology Group Inc. warrants its bulk cable and connectors against any defects in materials or workmanship under normal use. Planet Waves will repair or replace, at its option, any defective product or parts. This warranty is your exclusive remedy for defective products and is solely for the benefit of the original purchaser. This warranty does not cover damage caused by improper use, accident, solvents, modifications, problems caused by other equipment, or any other external causes. Nor does it cover improper assembly of connectors and cable. This warranty is void when combining Planet Waves bulk product with other manufacturers' brands as Planet Waves CableStation™ products is a proprietary system designed only to be used together.

CLEERLINE TECHNOLOGY GROUP WILL NOT BE LIABLE FOR ANY DAMAGE, LOSS OR INJURY OF ANY NATURE INCLUDING LOST PROFITS OR CONSEQUENTIAL DAMAGES. EXCEPT AS EXPRESSLY PROVIDED IN THIS WARRANTY, CLEERLINE MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL CLEERLINE BE LIABLE FOR ANY LOSS OR DAMAGE IN EXCESS OF THE AMOUNT PAID BY YOU FOR THE PRODUCT.

To make claims under this warranty, the product must be returned to the authorized Planet Waves retailer of purchase together with your sales receipt or other proof of purchase. If unable to do so, return to Cleerline Technology Group Attention: Warranty Claims at your own expense. This warranty gives you specific rights. You may also have additional rights under the laws of the State in which you reside.

Cleerline Technology Group, LLC
8404 El Way #2B, Missoula MT 59808
Phone:(866) 469-2487 Fax:(406) 532-0060
www.clrtec.com



RETURNS:

The following information is required in order to complete the RMA request:

- Contact Name
- Company Name
- Address
- Phone Number
- Part Number of defective goods
- A brief description of the problems occurring with the product(s) to be returned

Please contact Cleerline Technology Group's Customer Service department at 866-469-2487 to obtain an RMA number.

Once you have obtained an RMA number

After obtaining an RMA number you must send the product to Cleerline Technology Group with the RMA number clearly displayed on the outside of the package/pallet. Product shipped to Cleerline Technology must be properly packaged to prevent loss or damage in transit. Cleerline Technology will not repair or replace any products that have been shipped in such a way that damage occurs as a result of accident, misuse, unauthorized disassemble, or repair modification, or damage resulting from shipping damage. Damages incurred during shipping of an RMA to Cleerline will be the responsibility of the party that initiated the shipment. All RMA's issued will include the shipping address and it is the responsibility of the party that initiates shipment to insure and deliver the product to Cleerline. If you have any questions, please contact Cleerline Technology Group's Customer Service department at 866-469-2487 or by email at info@clrtec.com

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