



## LIMITED PRODUCT WARRANTY POLICY

Before returning your Product for service under this Warranty, please (i) read the instruction manual carefully and visit our website at [www.qfxusa.com](http://www.qfxusa.com) for Product updates and extended support documentation (e.g., Common Troubleshooting Guides); (ii) if you are still having trouble with your Product, please contact the QFX Customer Support Department.

Subject to the terms and conditions herein, QFX, Inc. (herein after called "QFX") warrants to the original purchaser of the Product ("Customer") that for the applicable Warranty Period listed below, the Product will be free from defects in material or workmanship under normal, non-commercial use ("Defects").

Warranty Period encompasses, as listed below, separate "Coverage Periods" for Parts and Labor, each Coverage Period to begin from the original date of Customer purchase. If Customer returns a defective Product (or any component thereof) during the applicable Warranty Period, QFX will, at its option, during the specified Coverage Periods for Parts and Labor (as applicable either: (i) repair the Product (or, as applicable, any component thereof) or (ii) replace the Product (or, as applicable, any component thereof) with a new or refurbished Product (or, as applicable, any component thereof), in either case free of charge to Customer for Parts and/or Labor (as applicable) during the specified Coverage Period only, and excluding applicable shipping charges (noted below), for which the Customer is responsible. The foregoing states the Customer's exclusive remedy and QFX sole liability for breach of the limited warranty contained herein.

This Warranty specifically excludes any Product (or, as applicable, any component thereof) that has been subject to or Defects resulting from: (a) any neglect or misuse by a Customer, an accident, improper application, violation of operating instructions for the Product, any other Customer-induced damage, or the alteration or removal of any Product serial number; (b) any modification or repair to Product (or, as applicable, any component thereof) by any party other than QFX or a party authorized in writing by QFX; (c) any damage to Product (or, as applicable, any component thereof) due to power surges, incorrect electrical voltage, misconnection to any device, or malfunction of any device used with the Product (or, as applicable, any component thereof); (d) cosmetic damage to the Product (or, as applicable, any component thereof) caused by normal wear and tear; (e) shipping damage that occurs while the Products is in transit; (f) damage caused by heat sources, sunlight, electromagnetic conditions, or other climatic conditions or (g) any acts of God.

Product is sold to Customer for personal, non-commercial use only. Product is not warranted for Customer's commercial or rental use. In addition, Product is not warranted against failure, and should not be used by Customer for any application where (i) there is a risk that any data stored on Product will be breached or otherwise compromised, or (ii) the date stored on Product is relied upon for medical or lifesaving applications. QFX disclaims any Warranty for any of the foregoing uses to the fullest extent permitted by law.

Customer assumes any and all risks associated with such uses of Product, and agrees to indemnify QFX for any damages claimed against QFX for such uses.

EXCEPT FOR EXPRESS WARRANTIES STATED ABOVE AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE PRODUCTS ARE PROVIDED "AS IS" AND QFX DISCLAIMS ALL OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY (I) OF MERCHANTABILITY, (II) OF FITNESS FOR A PARTICULAR PURPOSE, OR (III) OF NON-INFRINGEMENT OF THIRD PARTY RIGHTS. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL NAXA BE LIABLE TO CUSTOMER OR ANY THIRD PARTY FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LOST PROFITS OR REVENUES, LOSS OR INACCURACY OF ANY DATA OR COST OF SUBSTITUTE GOODS, REGARDLESS OF THE THEORY OF LIABILITY (INCLUDING NEGLIGENCE) AND EVEN IF NAXA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, QFX AGGREGATE LIABILITY TO CUSTOMER FOR ACTUAL DIRECT DAMAGES FOR ANY CAUSE WHATSOEVER SHALL BE LIMITED TO THE CUMULATIVE PRODUCT FEES PAID BY THAT CUSTOMER FOR THE PRODUCTS CAUSING THE DAMAGES, IF ANY.

This Warranty gives Customer specific rights, and Customer may also have other rights that vary from jurisdiction to jurisdiction.

Warning: Some Products may contain components that are small enough to be swallowed. Please keep out of reach of children.

In order for the return to be processed, you must send the Product PREPAID to the address below in the original packaging or reasonable substitute to prevent damage and include: (1) a dated sales receipt (which must have a purchase date that falls in the Warranty Period specified in the table below) that indicates the place of purchase, model number of Product, and amount paid, (2) a detailed description of Customer's problem with Product, (3) Customer's full name, phone number, and return address, (3) all of the accessories that came with the Product package must be sent along with the main Product, (4) a cashier's check or money order payable to QFX, Inc., in the amount specified for the item in the product table below for return shipping and handling. If in the case you cannot provide a money order or cashier's check, you can contact The QFX Customer Support Representative to arrange payment via credit card. No returned Product will be shipped back to a PO BOX. If a returned Product is found to have no problem and/or does not include ALL of the requirements indicated above, it may be returned back to the customer and will not be processed.

- QFX USA ®, Inc.
- RMA Processing
- Customer Support Department
-  2957 E. 46th Street Vernon, CA 90058
-  support@qfxusa.com
-  (800) 864-CLUB (2582) or (323) 588-6900
-  www.qfxusa.com
-  Hours of Operation: Monday – Friday: 9am to 5pm PST

All prices and details below are for US Destinations excluding, Hawaii, Alaska and Puerto Rico. For excluded destinations and NON US destinations, please contact The QFX Customer Support Department directly for additional shipping fees and return instructions.

If you do not find your Product below, your Product model conflicts with multiple categories, and/or are unsure of which category the Product you have purchased will fall under, please contact our Customer Support Department for further instruction.

In order to determine the exact shipping cost that must be included with your product or paid for the product being returned, please refer to the table below. Please find the product you wish to return by category or model number prefix. QFX will not provide any return or refund to any customer for merchandise and will only honor the Limited Warranty restrictions mentioned in this document.

Please make sure to follow all directions prior to shipping back your item. If you are not sure what the shipping cost for your item is, or if your item category conflicts in the table below, please feel free to contact QFX Support Department for further assistance.

<u>Product Category</u>	<u>Handling Charge</u>	<u>Labor</u>	<u>Parts</u>
Earphones, Headphones, Pocket Radios, & Small Bluetooth Speakers	\$5.00	1 Year	1 Year
Personal Stereos	\$10.00	1 Year	1 Year
Portable Radio/Cassette	\$15.00	1 Year	1 Year
Large Portable Radio Cassette	\$20.00	1 Year	1 Year

Mobile Audio	\$10.00	1 Year	1 Year
Pro Audio SBX Systems	\$75.00	1 Year	1 Year
Pro Audio PBX Systems	\$75.00	1 Year	1 Year
Televisions	\$25.00	1 Year	1 Year
Telephones	\$10.00	1 Year	1 Year