

# Tech Comm 12 Months Limited Warranty

## 12 Months LIMITED WARRANTY ON PARTS AND LABOR

This warranty covers products purchased from Tech Comm.

Tech Comm warranties products sold to the original purchaser against defects in materials and workmanship for a period of 12 Months. If in the sole judgement of Tech Comm, the Product covered by this warranty is determined to be defective within the warranty period, Tech Comm will either repair or replace the unit at its sole option and discretion. To exercise this warranty contact Tech Comm Support via email at [support@techcommproducts.com](mailto:support@techcommproducts.com) from 9:30AM to 4:30PM EST Monday through Friday. Pre-authorization must be obtained before sending any product to Tech Comm. Proof of purchase in the form of an order number, purchase receipt or copy thereof is required to show that a Product is within the warranty period.

### Parts and Labor

Replacement pans and units may be new or recertified at Tech Comm option and sole discretion. Replacement parts and units are warranted for the remaining portion of the original warranty.

### Type of Service

Defective Products must, if requested by Tech Comm, be sent to Tech Comm to obtain warranty service. Tech Comm is not responsible for transportation costs to its designated location but will cover return shipping of replacement to the customer. Preauthorization is required before sending any unit in for warranty service or refund. Products must be returned in either the original carton box and shipping material or packaging that affords an equal degree of protection.

### Limitations and Exclusions

Tech Comm's 12 months limited warranty only covers defects in materials and workmanship. This warranty does not cover defects caused by user, as determined by Tech Comm, such as: cosmetic damage (includes dropped units and cracked screens), normal wear and tear, improper operation, improper voltage supply or power surges, signal issues, damages from shipping, acts of God, any type of customer misuse, modifications or adjustments, as well as installation and set-up issues or any repairs attempted by anyone other than agents of Tech Comm. This 90-day limited warranty does not cover Products sold "AS IS", or by a non-authorized reseller. THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED OR DESCRIBED ABOVE. ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED IN DURATION TO THE PERIOD OF TIME SET FORTH ABOVE. TECH COMM'S TOTAL LIABILITY FOR ANY AND ALL LOSSES AND DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER

INCLUDING TECH COMM' NEGLIGENCE, ALLEGED DAMAGE. OR DEFECTIVE GOODS, WHETHER SUCH DEFECTS ARE DISCOVERABLE OR LATENT, SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE PRODUCT. TECH COMM SHALL NOT BE RESPONSIBLE FOR LOSS OF USE, LOSS OF INFORMATION OR DATA, COMMERCIAL LOSS, LOST REVENUE OR LOST PROFITS, OR ANOTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow limitations on how long an implied warranty lasts or the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. THIS WARRANTY IS SUBJECT TO CHANGE WITHOUT NOTICE.

### **Personal Data**

If your product is capable of storing personal data and other information. ALL CONTENTS AND INFORMATION WILL BE DELETED IN THE COURSE OF SOME IN-HOME AND ALL SHIP-IN WARRANTY SERVICE. If this occurs, your product will be returned to you configured as originally purchased. You will be responsible for restoring all applicable data and passwords. Recovery and reinstallation of user data is not covered under this Limited Warranty. In order to protect your personal information, Tech Comm recommends that you always clear all personal information from the unit before it is serviced.