



## LIMITED WARRANTY

ID TECH warrants to the original purchaser for a period of 12 months from the date of invoice that this product is in good working order and free from defects in material and workmanship under normal use and service. ID TECH's obligation under this warranty is limited to, at its option, replacing, repairing, or giving credit for any product which has, within the warranty period, been returned to the factory of origin, transportation charges and insurance prepaid, and which is, after examination, disclosed to ID TECH's satisfaction to be thus defective. The expense of removal and reinstallation of any item or items of equipment is not included in this warranty. No person, firm, or corporation is authorized to assume for ID TECH any other liabilities in connection with the sales of any product. In no event shall ID TECH be liable for any special, incidental or consequential damages to Purchaser or any third party caused by any defective item of equipment, whether that defect is warranted against or not. Purchaser's sole and exclusive remedy for defective equipment, which does not conform to the requirements of sales, is to have such equipment replaced or repaired by ID TECH. For limited warranty service during the warranty period, please contact ID TECH to obtain a Return Material Authorization (RMA) number & instructions for returning the product.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE. THERE ARE NO OTHER WARRANTIES OR GUARANTEES, EXPRESS OR IMPLIED, OTHER THAN THOSE HEREIN STATED. THIS PRODUCT IS SOLD AS IS. IN NO EVENT SHALL ID TECH BE LIABLE FOR CLAIMS BASED UPON BREACH OF EXPRESS OR IMPLIED WARRANTY OF NEGLIGENCE OF ANY OTHER DAMAGES WHETHER DIRECT, IMMEDIATE, FORESEEABLE, CONSEQUENTIAL OR SPECIAL OR FOR ANY EXPENSE INCURRED BY REASON OF THE USE OR MISUSE, SALE OR FABRICATIONS OF PRODUCTS WHICH DO NOT CONFORM TO THE TERMS AND CONDITIONS OF THE CONTRACT.

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## Return Merchandise Authorization (RMA) Policy

For your convenience, ID TECH provides a Web-based RMA form at [http://www.idtechproducts.com/support\\_rma.asp](http://www.idtechproducts.com/support_rma.asp). Please complete the form, providing a brief description of the problem and as much information as you can. You may also contact the RMA Department at 714-761-6368, Monday through Friday, 8AM – 5PM PST to request an RMA.

Our support staff will review the information, then contact you to suggest a solution or request further information. If diagnostic work or a repair is necessary, we'll issue an RMA number and shipping address. Please be sure the RMA number is on the outside of the package when you return the product.

**Please note** our standard policy for product that ID TECH determines is within warranty is that freight and insurance charges for shipping products to ID TECH are prepaid by the customer. Once the product has been repaired, ID TECH will ship the product back to the customer prepaid.