



# Enhanced 5-Year Limited Warranty

Customer: \_\_\_\_\_ Order #: \_\_\_\_\_

Serial #: \_\_\_\_\_ Part #: \_\_\_\_\_

## Our warranty to you:

If you have purchased the 5-year enhanced warranty, Patton Electronics ("Patton") warrants your product to be free from physical defects in material and workmanship for a period of 5 years from the date of purchase. If you discover a defect covered by this warranty, we will repair or replace the product at our option the original retail using new or refurbished components. Your Enhanced Warranty is tracked in our system by the product serial number.

## Product failures not covered by this warranty:

This warranty covers defects in manufacturing that arise from the correct use of the device. It is limited to defects in materials or workmanship and **does not cover damage** caused by abuse, misuse, unauthorized modification, lightning or power surge damage, extreme heat or cold, and corrosive environments. The warranty also does not cover the normal wear and tear on covers, cases, housing, connectors, and accessories. The warranty does not apply to any product with a missing, altered, or defaced serial number.

## Limits of liability:

If these products fail or do not perform as warranted, your sole recourse shall be to repair the product as described above. We will not be liable to you or anyone else for any damages that result from the failure of this product. These damages include, but are not limited to, the following: lost profits, lost savings, lost data, damage to other equipment, and incidental or consequential damages arising from the use of or inability to use this product.

Express or implied warranties are disclaimed. IN NO EVENT WILL PATTON BE LIABLE FOR MORE THAN THE AMOUNT OF YOUR PURCHASE PRICE (NOT TO EXCEED THE CURRENT LIST PRICE OF THE PRODUCT). If Patton cannot meet its commitment to ship a loaner or advance replacement unit by the next business day, you may choose to be provided with a pro-rated refund of any unused warranty as your sole remedy. IN NO EVENT WILL PATTON BE LIABLE FOR A WARRANTY REFUND OF ANY AMOUNT GREATER THAN YOUR ENHANCED WARRANTY PURCHASE PRICE (NOT TO EXCEED THE PURCHASE PRICE OF THIS ENHANCED WARRANTY).

Patton Electronics specifically disclaims all other warranties, expressed or implied, and the user shall deem the installation or use of this product an acceptance of these terms.

## How to obtain service under this warranty:

RMA Numbers are required for all product returns by doing one of the following:

- ✓ *Completing a request on our web site at <http://www.patton.com/support>*
- ✓ *By sending an e-mail to [returns@patton.com](mailto:returns@patton.com)*
- ✓ *By calling 301-975-1007 and speaking to a Technical Support Engineer*

Once a Patton Technical Support Engineer verifies you have a hardware problem that requires you to return your product, you will be provide with an RMA number. We will then priority ship you a loaner or an **advance replacement** unit within one business day. The advance replacement unit will be a new or refurbished unit (in some rare situations, the case color may be different). You must acquire an RMA number and deliver the defective unit to Patton in order to obtain service under this warranty. A sales receipt may be required to verify the original retail purchase. All returned units must have the RMA number visible on the outside of the shipping package. You must either use the original packing or pack the unit securely to avoid damage during shipping. If you have been provided with an advance replacement product, you must return the failed product to Patton within 15 business days of receipt, or purchase the advance replacement product. Ship your product pre-paid to Patton at the following address:

**Patton Electronics Company**  
RMA#: xxxx  
7622 Rickenbacker Dr.  
Gaithersburg, MD 20879-4773 USA

Patton will pay shipping for Advanced Replacements claimed on this warranty and Patton will pay for the return shipment of your product under warranty. Patton will not pay any customs, clearance fees or duties.

**PATTON**<sup>®</sup>  
*Let's Connect!*<sup>™</sup>