



## **Limited Warranty**

Grid Connect guarantees its hardware products to be free from manufacturing defects for one (1) year from the date of purchase. Grid Connect shall, at its option, repair or replace the product found to be defective within this warranty period. Any damage resulting from mishandling of the product, through use of the product for other than its intended purpose, exceeding the stated operational parameters such as voltage, power or other, or any tampering with the product (internal or external) voids this limited warranty.

Warranty for the replacement product only extends for the remainder of the original warranty period, or 30 (thirty) days, whichever is longer.

Grid Connect does not warrant that the functions of its hardware product(s) will meet the customer's requirements, even if such information of requirements is conveyed to Grid Connect, or that the operation of the hardware product(s) will be uninterrupted or error-free. This especially applies to radio devices which are by nature subject to electrical noise, disruption, error inducing and disruptive phenomenon. Stated line-of-sight range and in-building ranges may not meet factory estimates of range. Estimates of range are subject to local conditions including atmospheric, multi-path fading and degradation due to reflections, attenuation, and noise and interference from other RF radiating sources.

This Limited Warranty extends only to the original purchaser of Grid Connect products. All others are not eligible to return products to Grid Connect for warranty consideration.

Grid Connect does not warrant that its products will interoperate with other system components claiming compatibility to the same specifications nor that the specifications are complete and comprehensive.

This warranty shall be invalid if the product is removed from the country in which it was purchased, if it is used in a country in which it is not registered for use, and/or if it is used in a country for which it was not designed. Due to variations in communications laws, this product may be illegal for use in some countries. Grid Connect assumes no responsibilities for damages or penalties incurred resulting from the use of this product in a manner or location other than that for which it is intended.

**IN NO EVENT SHALL GRID CONNECT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF THIS OR ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, WHATSOEVER.**

These warranties are in lieu of any other warranties, express, implied, or statutory, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, title, and non-infringement or the like, and any warranty otherwise arising out of any proposal, specifications, or sample, or the accompanying written materials.

## **Software Warranty**

Grid Connect does not warrant that the functions of its software product(s) will meet the customer's requirements, even if such information of requirements is conveyed to Grid Connect, or that the operation of the software product(s) will be uninterrupted or error-free. Grid Connect warrants that for a period of sixty (60) days from the date of shipment of the product by Grid Connect, the media on which software is furnished will be free of defects in materials and workmanship under normal use and that the software reasonably contains the features described in the applicable product data sheet. Otherwise, the software is provided AS IS, with no warranties, express or implied, and subject to the software publisher's warranty, if any.

## **Warranty Exclusions**

This Limited Warranty is void if the Product serial number plate or accessory date code is removed, altered, or defaced, or if any internal programmed revision or serial number is altered or erased. The foregoing Limited Warranty does not cover any of the following:

- Shipping damage
- Consumables (such as batteries or fuses)
- Product misuse and abuse
- Improper storage
- Exposure to moisture, dampness or conditions of high humidity
- Exposure to damaging chemicals or vapors.
- Unauthorized connections
- Unauthorized disassembly or dissection of the product for any reasons
- Lightning Strikes
- Discharges of static electricity
- Product alterations or processing which changes the physical properties of the product
- Damage resulting from any product modifications or attempted modifications
- Repairs unauthorized by Grid Connect
- Failure to use the product for normal purposes or in accordance with Grid Connect's instructions

Installation or the use of this product in a manner inconsistent with the technical or safety standards in force in the country where the product is used will void the warranty. If the product is modified to conform to the national or local technical/safety standards in a country or locality other than the one for which the product was initially designed and manufactured, any such modification shall not be considered a defect in materials or workmanship for purposes of this Limited Warranty.



## **Liability Limitations**

Grid Connect is not liable for damages, including, but not limited to, loss of data or business information, lost profits, lost savings, lost business opportunities, business interruption or special, incidental, consequential, or exemplary damages, arising from the use or inability to use the product, even if Grid Connect was advised of the possibility of such damages. Grid Connect disclaims all liability for any affirmation, promise or representation with respect to the products.

Grid Connect assumes no liability resulting from changes to government regulations affecting use of materials, equipment, safety, and methods of repair. Grid Connect's entire liability and the exclusive remedy under the Limited Warranty in contract or tort or otherwise in any way connected with the product shall be limited to the replacement or repair of the product, or a refund of the amount actually paid for the product.

The customer agrees to hold Grid Connect harmless from, defend, and indemnify Grid Connect against damages, claims, and expenses arising out of the subsequent sales of Grid Connect products or products containing components manufactured by Grid Connect, and based upon personal injuries, deaths, property damage, lost profits and other matters which Buyer, its employees, or sub-contractors are or may be to any extent liable, including without limitation penalties imposed by the Consumer Products Safety Act (P.L. 92-573) and liability imposed upon any person pursuant to the Magnuson-moss Warranty Act (P.L. 93-637), as now in effect or as amended hereafter.

The foregoing limitation may be void in states or countries that prohibit the exclusion or limitation of liability for consequential or incidental damages.

## **Disclaimers**

Grid Connect's products are not designed, manufactured, or intended for use or resale as online control equipment in hazardous environments requiring fail-safe performance, such as the operation of nuclear facilities, aircraft navigation, communication systems, air traffic control, life support machines, medical monitoring, medication delivery, weapons systems, remote control or any industry in which technology failure could lead to death, personal injury, severe physical or environmental damage or damage to property.

No warranties expressed or implied are created with respect to Grid Connect's products except those expressly contained herein. The Customer acknowledges the disclaimers and limitations, contained herein and relies on no other warranties or affirmations.

## **Returns for Repair**

Returns will NOT BE ACCEPTED WITHOUT a Return Merchandise Authorization (RMA) number assigned by authorized Grid Connect personnel. Returned merchandise must have the RMA number noted on the shipping label. The product must be returned to Grid Connect, TRANSPORTATION CHARGES PREPAID by sender. Returns must be shipped within seven (7) days of receiving the RMA number. Products returned to us must be accompanied by a copy of the purchase receipt. In the absence of such a receipt, the warranty period shall be one (1) year from the date of manufacture. Repair or replacement of your product will be at the discretion of the technical support department at Grid Connect.

Items must be returned in original containers with all original parts including power supplies, cables, adapters, CDs, antennas, and user manuals.

Returns are to be shipped in protective containers considered adequate protection by the rules of the shipping agency (such as UPS, Federal Express, DHL or other) to the place of purchase within the warranty period. Returns must be insured by the sender. Products damaged during shipment are the responsibility of the shipper and/or the sender. It is the responsibility of the sender to provide and pay for adequate shipping insurance. Grid Connect will pay for the return Ground Service freight to the customer if the product qualifies for warranty service. Grid Connect reserves the right to charge for inspection of items which are deemed not defective.

## **"Money Back Guarantee" Restrictions**

Most products qualify for the Grid Connect 30-day Money Back guarantee. The guarantee is for single item evaluation quantity only, and specifically excludes multiple quantity purchases. Return of product with marked warranty or registration cards is not permitted. Products sold at Dealer, Reseller or OEM prices do not qualify for the guarantee and at the sole discretion of Grid Connect may be returned for merchandise credit only.

Items must be returned in original containers with all original parts including power supplies, cables, adapters, CDs, antennas, and user manuals.

Equipment returned under the guarantee policy must be in "Like-New" condition. Products damaged during shipment are the responsibility of the shipper and/or the sender. It is the responsibility of the sender to provide and pay for adequate shipping insurance.

If a product is returned incomplete, a fee will be charged to cover the cost of receiving, refurbishing and repackaging.

Products which are designated as Special Order do not qualify for the 30-day Money Back guarantee and are not returnable.

For International returns, tariffs and brokerage fees are the responsibility of the sender.