

Warranty Terms and Conditions:

Subject to the limitations below, HRE expressly warrants to the original purchaser, from the date of delivery to the agreed upon ship to address, through the time period of the warranty (**90 DAYS**), against the failure of the part as specifically described on the customer's receipt due to defects in HRE materials or workmanship (a defective part). Any implied warranty of merchantability or fitness for a particular purpose are limited to the extent allowed by law, and to the time period covered by this written warranty. If the purchaser complies with the terms of this warranty, HRE will repair or replace a defective part without additional shipping cost to you. HRE may at its discretion, provide a refund equal to the price paid for the part in lieu of repair or replacement of the part. The foregoing is the only sole and exclusive remedy under the terms of this warranty. This warranty applies only to HRE products / parts used in accordance to the HRE guidelines and specifications applicable to the HRE product / part.

Exclusions

ANY labor or Installation charges unless specified on the customer's receipt and in the recorded order verification system.

Incidental or consequential damages including but not limited to, damage to or the cost of related parts, loss of income, travel expenses, loss of transportation, towing fees, rental vehicles or diagnostics are not covered by this warranty.

Parts installed in vehicles that are raced or used off-road are not covered by this warranty.

This warranty does not cover damage or failure arising directly or indirectly from improper installation which are not in accordance with the Original Equipment Manufacturer specifications or related environmental problems, misuse, maintenance, neglect, abuse, overheating, vandalism, abnormal operation, environmental conditions, accident or any damage which was apparent and not reported at the time of delivery.

This warranty does not cover freight costs or similar damages.

General Limitations

This warranty is extended only to the original purchaser and not transferable. You must be able to provide an original receipt in your name for the warranty claim to be considered.

Any repairs not authorized in writing by HRE will void the warranty.

We reserve the right to have the part inspected to ensure that all pertinent provisions of this warranty have been met prior to any replacement, repair or refund.

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This Warranty is Null and Void IF:

- Part or assembly is not installed within thirty (60) days of delivery to the agreed upon ship to address.
Failures are caused by non-covered components, improper installation, defective workmanship (installer), usage for which the part was not intended, improper maintenance of the system the part is installed in and/or not following manufacturer's Technical Bulletins, installation instructions and care and use requirements.
- Product is installed in an application for which the manufacturer did not intend it
- Product is installed or operated outside of the United States. Purchaser may request if HRE will allow a HRE product to be used outside the United States and if HRE agrees then is only valid if HRE specifically states this allowance in the applicable purchaser's HRE issued receipt and or invoice
- Failure is caused by or physical abuse, fire, theft, vandalism, explosion, lightning, power surge(s) or any other Act of God.
- Failure is caused by neglect, abuse, misuse, or modifications. There is evidence that the applicable system was continually operated after a failure occurred.

This part may have accessories that are attached and must be switched or removed to accommodate proper installation, which is the responsibility of the installer. Such accessories are NOT covered by this warranty.

This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

HRE does not authorize any person to create for it any obligation or liability in connection with this warranty.

Filing a Warranty Claim on Defective or Incorrect Part

Warranty holder must contact HRE as soon as possible at (949) 683-9060, for complete instructions on filing a warranty claim.

This warranty is extended only to the original purchaser and is not transferable.

You must be able to provide an original receipt from HRE, in your name for the warranty claim to be considered.

You must also provide all original installation receipts to HRE.

Any repairs not authorized by HRE in writing will void the warranty.

If a part fails in normal use or service, HRE has the option to repair the part, furnish a replacement part or refund the price of the part at its sole discretion.

There are NO warranty returns on altered, disassembled, overheated parts or parts that fail due to improper use not adhering to HRE guidelines and or specifications.

Buyer's remedy against HRE or a HRE authorized seller shall only be return of the price of the part or replacement of the part.

RDM-Apps™ by High Reliability Electronics, LLC (HRE)

Any claim on a defective or incorrect part must be made within the warranty period. We reserve the right to have the part returned to the supplier and or HRE for verification that it is the same part they sent and is indeed defective. Upon its return, the part must be in the same condition as when sold.

It is agreed that the sole determiner of condition for return is HRE or a HRE authorized supplier of the part. No refund or exchange can be made until supplier has verified the part's condition.

All customer refunds will be made to the original credit card provided at the time of sale. Any customer refund to be issued by check on orders processed by credit card will incur a 3% service charge and must be made in writing using the HRE form provided to the customer. The customer must attach a copy of the credit card used for the transaction and a copy of their Identification as approved by HRE.

Customer “Return for any Reason” - HRE Product(s)

NOT ALLOWED unless HRE agrees before the customer purchase. If HRE agrees then HRE will specifically allow / authorize return of HRE product for any reason in writing, including all applicable conditions, in the applicable invoice before customer purchases any HRE product.

Freight Damage Claims

Any claims of freight damage must be noted with the freight carrier's driver name at time of delivery on the documents from the freight carrier. In most cases HRE will initiate a freight damage claim for the buyer provided the buyer did note with freight carrier the damage at the time of receipt. If not noted at time or receipt, a claim may be made on behalf of the buyer, but the part may not be warranted and any claim acceptance or denial is at the discretion of the freight carrier.

Cancelled Orders

Orders cannot be cancelled after the order has been received by the shipping carrier. In such events, the customer will be liable for freight charges and a 20% restocking fee. If an order is cancelled before it is received by the freight carrier, the customer may still be responsible for a restocking fee. Customer is always responsible for returning the part at their own expense. Freight collect deliveries will not be accepted and will become the responsibility of the customer.

Orders cannot be cancelled after expenses have been incurred or work has been performed by HRE. Any expenses will be subtracted from the refund amount.

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Advice

If technical or mechanical advice is offered or given in connection with the purchase, it will be as an accommodation to the purchaser and without charge. The seller and/or supplier shall have no responsibilities or liabilities whatsoever for the content or use of such advice.

Jurisdiction, Venue, and Arbitration

All disputes and controversies of every kind and nature between HRE and Purchaser arising out of or relating to this agreement, transaction or purchase, shall be settled by mandatory binding arbitration in Lakewood, Jefferson County, Colorado, in accordance with Colorado arbitration law. The arbitrator shall be an arbitrator mutually agreeable to the parties, or if the parties cannot agree, an arbitrator appointed by the Court.

Jurisdiction and venue for any and all disputes and controversies between the parties shall be in Lakewood, Jefferson County, Colorado, and decided in accordance with the Colorado law. The prevailing party in any arbitration proceeding or court matter shall be entitled to reimbursement for reasonable attorney fees and costs, defined to include fees paid to arbitrators and expert witnesses. DISPUTES – All costs relating to transaction disputes will be passed onto the purchaser.