



Product Warranty

RF Technologies, LLC. (“**Seller**”), warrants that during the Warranty Period (defined below) the Seller’s products (“**Product**”) will be free from manufacturing defects and will conform to the Product Specifications, which are available upon request.

Warranty Coverage

1. The Warranty Period is defined as follows:
 - a. **Installed and Commissioned by Seller:** Warranty coverage for parts and labor is provided for a period of twelve (12) months from the date of invoice.
 - b. **Commissioned but Not Installed by Seller:** Warranty coverage for parts only is provided for a period of twelve (12) months from the date of invoice.
 - c. **Not Installed or Commissioned by Seller:** Warranty coverage for parts only is provided for a period of ninety (90) days from the date of invoice.
2. Specific Product Warranty Coverage is defined as follows:
 - a. **Transmitters:** Warranted for the period labeled on the transmitter.
 - b. **Pagers:** Warranted for ninety (90) days from the date of invoice.
 - c. **Nurse Call Devices:** Warranted for twelve (12) months from the date of invoice.
 - d. **Staff Protection:** Warranted for twelve (12) months, unless an extended warranty with advance replacement is purchased upfront and included in the original invoice.
 - e. **Fall Management:** Pads are warranted for the period specified on each pad’s label, while control units are warranted for twelve (12) months from the invoice date.
 - f. **Service Labor (outside warranty period):** Warranted for thirty (30) days from the date of service.
 - g. **Refurbished Parts:** Warranted for ninety (90) days from the date of shipment.

Service and Repair Coverage

1. **Technical Support:** Available 24/7, remote connection may be required.
2. **Labor and Warranty:** Performed during Seller’s traditional business hours (Monday-Friday 8:00 a.m. to 5:00 p.m. Local Time), excluding Seller’s observed holidays.
3. **Limited Warranty:** Customer’s sole remedy for any defect shall be repair or replacement, at Seller’s discretion, of any part, returned to the Seller, shipment prepaid by Buyer, and which upon examination is found by Seller to be defective. If a consumable Product still under warranty is returned, Seller may, at its sole option, elect to provide to the Customer, a replacement of equal value, at a prorated cost and Product will be warranted for the replacement unit’s full Warranty Period. Alternatively, Seller may, at its sole option, elect to refund the purchase price paid for the defective Product. All testing criteria shall be based on Seller’s product-specific test procedures.

Exclusions

1. Warranty coverage does not cover defects resulting from the following:
 - a. Improper storage, handling, misuse, maintenance, installation, or modification of the Product design, specification, or instruction by Customer, its employees, agents, or contractors.
 - b. Use of non-Seller components, systems, processes, software, equipment or unauthorized modifications by Customer, its employees, agents, or contractors.
 - c. Environmental damage due to moisture, dust, dirt, facility renovations, or unregulated and or out of specification electric power, temperature, and/or humidity.
 - d. Acts of God, acts of civil or military authority, fires, floods, strikes, or other labor disturbances, war, riot, or other causes beyond the reasonable control of the Seller.
 - e. Customer’s failure to comply with any applicable instructions or recommendations of Seller.
 - f. Damage, loss, or injury that occurs after product has been received by the customer.
 - g. Radio frequency interference.
 - h. Battery life or battery depletion under normal use.
 - i. Battery replacement service is not provided under this warranty.



Returns

1. In the event that a Customer would like to return equipment in new unused condition for reasons other than a warranty claim, a return or exchange of product may be done subject to a restocking fee (see table below) of the MSRP value.
 - a. Seller receives equipment within **30 days** of the RMA being issued, twenty-five percent (25%) restocking fee
 - b. Seller receives equipment between **31- 60 days** of the RMA being issued, thirty-five percent (35%) restocking fee
 - c. Seller receives equipment between **61- 90 days** of the RMA being issued, fifty percent (50%) restocking fee
 - d. Seller receives equipment **180 days** after the RMA has been issued, no credit will be issued
2. All returns require seller's prior Return Material Authorization (RMA). The return shipment must clearly indicate the RMA number.
3. Customer will be responsible for all shipping costs and restocking fees.
4. Custom items, special-order items, ID'd transmitters, and items ordered online may not be returned.

EXCEPT AS EXPRESSLY SPECIFIED, THE PRODUCT(S) ARE PROVIDED "AS IS". THIS WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THE PRODUCT AND IS IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED. IN NO EVENT SHALL SELLER BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOST REVENUE, LOST DATA AND LOSS OF BUSINESS OPPORTUNITY, RESULTING FROM THE USE, INABILITY TO USE, OR FAILURE OF ANY OF SELLER'S PRODUCTS, WHETHER OR NOT SUCH DAMAGES ARE FORESEEABLE OR IN CONTEMPLATION OF THE PARTIES, EVEN IF SELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.