

Warranty and Returns

Limited Warranty

Converttech warrants that products manufactured by it will be free from defects in material and workmanship for a period of one (1) year from the date of shipment. This warranty shall not apply to any goods which have been subjected to misuse, improper installation, repair, alteration, neglect, accident, abnormal conditions of operation, or use or maintenance in any manner contrary to Converttech's instructions, or to products not manufactured by Converttech. There are no express warranties other than as expressed herein and no words or conduct of any representative of Converttech shall be deemed to create any except by express written consent.

EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, CONVERTECH HEREBY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OF THE GOODS SOLD HEREUNDER AND ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, NOTWITHSTANDING ANY STATEMENTS OR OTHER WRITINGS REGARDING FITNESS, CAPACITY, OR SUITABILITY OF THE GOODS.

Converttech's obligation under the express warranty are limited to repair or replacement of the affected part or parts. In no event shall Converttech be liable for Buyer's manufacturing costs, lost profits, goodwill, or any other special, incidental or consequential damages arising out of the breach of the agreement. This remedy shall be available only where claims for failure of goods to conform to this agreement or damage in transit (where applicable) are made in writing and received by Converttech within ten (10) days after Buyer's receipt of such goods or failure of goods to conform. If not received within such period, such claims shall be deemed waived by Buyer. Buyer shall afford Converttech prompt and reasonable opportunity to inspect any goods as to which a claim is made and Converttech shall have the right of final determination of the cause and existence of any defect under this warranty. No material may be returned to Converttech without Converttech's express prior permission in the form of a Return Material Authorization (RMA) number.

Correction of non-conformities, in the manner and for the period provided above, shall constitute fulfillment of all liabilities of Converttech to Buyer with respect for the goods, whether based on contract, negligence, strict tort, or otherwise.

Returns

Warranty and non-warranty returns are initiated through the issuance of a Return Material Authorization (RMA) number from an authorized Converttech sales or service/support representative. This can be obtained by calling Converttech in Wharton, NJ at 973-328-1850. The RMA number should be clearly evident on the shipping label and/or packing slip and the package should be shipped freight prepaid. If questions arise or if additional information is required, please call the customer service department at the number below.

Product returns and all inquiries should be directed to:

Converttech
353 Richard Mine Road
Wharton, NJ 07885 USA
Phone: 973-328-1850
info@converttech.com
www.converttech.com