



## **TERMS & CONDITIONS**

Chatsworth Products, Inc. maintains a policy of continuous product improvement; therefore, we reserve the right to make changes without notice.

Products listed are F.O.B. Destination, prepaid and add to locations within the 48 contiguous states and do not include export packaging, insurance, taxes, tariffs or duties. For complete freight program details and information regarding export shipments contact our Customer Service Department at 800-834-4969 in US and Canada or 818-739-3400 outside US and Canada.

All orders received are subject to acceptance by Chatsworth Products, Inc. All orders are subject to a minimum charge of \$200 USD net per shipment. Chatsworth Products, Inc. must receive written confirmation for all orders prior to shipment. Payment Terms are Net 30 days or otherwise confirmed on orders.

## **WARRANTY**

### **Standard Limited Warranty – CPI-Branded Hardware Products**

Chatsworth Products, Inc. (CPI) warrants all CPI-branded hardware products to be free from defects in material and/or workmanship (CPI's Standard Limited Warranty) for a period of three (3) years following the date of purchase (the Original Warranty Period). The customer must contact CPI in writing or by oral communication confirmed in writing within the Original Warranty Period to report a product that the customer claims is defective. CPI reserves the sole and absolute right to determine whether or not the product or any part thereof is defective. In the event a product (or any part thereof) is determined by CPI to be defective (an Accepted Claim), CPI will provide a re-manufactured or replacement product or part (the Replacement Product) at no cost to the customer and issue a Return Material Authorization (RMA) number.

In the case of an Accepted Claim, the customer shall be responsible for shipping back the defective product to CPI under the provided RMA number within 30 days following receipt of the Replacement Product. If the customer fails to do so, CPI has the right to invoice the customer for the price of the Replacement Product. Any exceptions to this return policy must be authorized by CPI in writing in advance. Freight charges for the return shipment of the defective product for an Accepted Claim shall be borne by the customer, unless the defect is reported by the customer to CPI in writing within the first 30 days following the customer's receipt of the original product. Any Replacement Product that has been provided under an Accepted Claim will be subject to CPI's Standard Limited Warranty for the remaining Warranty Period applicable to the original product or 90 days following the date of replacement, whichever occurs later.

CPI's Standard Limited Warranty and Extended Limited Warranty do not extend to CPI-branded hardware products that have been subjected to abuse, misuse, neglect, accident, improper use, or improper installation, operation, repair and maintenance (except to the extent provided by CPI authorized personnel), nor to products that have been altered or modified in any way by anyone other than CPI authorized personnel, in which case CPI's Standard Limited Warranty or Extended Limited Warranty shall be null and void. In no event will CPI will be liable for consequential damages, for loss, damage or expense directly or indirectly arising from the use of any of its branded products, for any inability to use materials or from any other cause.

All non-CPI branded products that are resold through CPI carry the original manufacturer's warranty, if any. All such warranty claims must be submitted directly to the original manufacturer in accordance with the terms of such warranty, if any.

### **Extended Limited Warranty – CPI-Branded Hardware Products**

CPI allows customers to purchase an extended limited warranty (CPI's Extended Limited Warranty) on CPI-branded hardware products for two (2) additional years beyond the expiration of the Original Warranty Period. CPI's Extended Limited Warranty can be purchased concurrently with or separately from the initial purchase of the product until the expiration of the Original Warranty Period for that product. Please consult your CPI representative for the cost, terms and conditions of CPI's Extended Limited Warranty.

**THESE LIMITED WARRANTY PROVISIONS ARE THE EXCLUSIVE WARRANTIES FOR ANY CPI-BRANDED HARDWARE PRODUCTS AND SET FORTH THE EXCLUSIVE REMEDIES AND PROCEDURES FOR CLAIMS UNDER CPI'S STANDARD LIMITED WARRANTY AND EXTENDED LIMITED WARRANTY.**

**CPI'S STANDARD LIMITED WARRANTY AND EXTENDED LIMITED WARRANTY APPLY TO CPI-BRANDED HARDWARE PRODUCTS ONLY.**

**DISCLAIMER OF WARRANTY: EXCEPT AS EXPRESSLY SET FORTH HEREIN, CPI MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF FITNESS FOR A PARTICULAR USE OR PURPOSE, MERCHANTABILITY, OR NON-INFRINGEMENT OF ANY INTELLECTUAL PROPERTY RIGHTS.**

## **RETURNS AND REPAIRS**

No products or part thereof shall be returned to CPI unless the customer first obtains a Return Material Authorization (RMA) Number from a CPI customer service representative. This number must appear clearly and prominently on all shipping containers. Containers without the labels will not be accepted.