



### **LIMITED WARRANTY AND SERVICE**

Technical Pro warrants its product to be free from defects in materials and workmanship purchased and serviced in the USA. This Warranty does not cover: (a) defects or damage from abuse, accident, misuse, modifications, neglect, tampering, unusual electrical or physical stress (b) scuffs, scratches or cosmetic damage (c) units with altered, defaced or otherwise illegible serial numbers (d) defects or damage due to improper adjustments, installations, operation, maintenance service or testing (e) products not purchased from an Authorized Technical Pro Dealer and (f) damage occurring during shipment.

This Warranty protects only the original purchaser of the product for a period of 1 year from date of original purchase. Products serviced by Technical Pro's authorized repair center are warranted to be free from defects in materials and workmanship for a period of 90 days, or the remainder of the original warranty period, whichever is greater. This Warranty is not extended by the length of time which you are deprived of the use of this item. Technical Pro will repair or replace products covered by this Warranty at no charge for parts and labor. Technical Pro may use new, repaired, or refurbished parts to repair any unit. If it is determined that the item is not covered by this Warranty for any reason the purchaser will be responsible for any parts, labor, and shipping charges associated with the repair and return of the unit in question. Technical Pro reserves the right to change the design of any product without notice and with no obligation to make corresponding changes in products previously manufactured.

To be eligible for service while your unit is under warranty you must return the product to Technical Pro's Return Department at the shipper's expense. Technical Pro will not accept COD packages and no call tags will be issued for defective merchandise. The unit must be sent back in its original packaging materials with all original accessories and remote (if applicable). Be sure to include the following information when sending your product: (a) contact name (b) return address (c) telephone number / email address (d) a copy of the original bill of sale, invoice or proof of purchase which clearly states the model number, seller's name and contact number (e) detailed description of the failure is displaying (f) a brief description of the wiring of any other components used in conjunction with this unit (g) check or money order for \$29.99 made out to Technical Pro for shipping and handling fees (h) a Return Merchandise Authorization (RMA) number clearly written on the exterior of the shipping carton.

All of the above must be included with your package otherwise your package will not be eligible for warranty service.

To obtain a return merchandise authorization number email RA@tpro.com. In your email include your full name, return address, model number, purchase date, copy of Invoice or sales receipt and product malfunction.

If do not have email access but require a RMA number please mail this information to:

Technical Pro  
RMA Department  
9 Kilmer Court  
Edison, NJ 08817

Once determined if your product is eligible for warranty repairs a RMA number will be emailed to you. If you product is not eligible for warranty covered service you unit can still be serviced at Technical Pro's current rates for parts and labor.

Any shipments without a RMA number or exhibiting physical shipping damage on arrival to Technical Pro's servicing center will not be serviced and will be returned as-is.

Ship your warranty eligible item to:

Technical Pro Inc.  
Authorized Repair Center  
9 Kilmer Court  
Edison, NJ 08817

All implied warranties, including warranties of merchantability and fitness for particular purpose, are limited in duration to the length of this warranty.

### **Exclusion on Damages:**

Technical Pro's liability for any defective product is limited to the repair or replacement of the product at our option. Technical Pro shall not be liable for any incidental or consequential damages of any kind. This includes: (a) any damage to other products resulting from such a defect (b) damages based upon inconvenience, loss of use of the product, loss of profit, injury, and (c) any other damages, whether incidental, consequential, indirect or otherwise. Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitations of incidental or consequential damages, so the above exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.