

STANDARD LIMITED WARRANTY

- PMT warrants to original end user that each product will, at time of shipment, be free from defects in materials and workmanship under normal use and service for the warranty period specified below. Normal wear and tear conditions are covered.
- This warranty is limited to repair or replacement (at PMT’s option) with reasonable promptness after the end user gives notice to PMT of the repair within the warranty period, and the product is returned to PMT with transportation charges prepaid. The customer is responsible for safe transport of product needing repair to the PMT Service Centre and bears all costs and risks associated with transportation.
- The warranty on electronic products is void if the warranty label is removed or altered. All items should be packaged to normal commercial standards. PMT original packaging, if available, is recommended.
- This warranty does not extend to any product which has been subject to misuse, abnormal environmental conditions, unauthorized alterations or attempted repair, physical damage, operator error, excessive force, improper installation, application of power in excess of the specified ratings, neglect, accidental damage or other natural or man-made disasters.
- This warranty is a limited warranty, except as to title, and is in lieu of all other warranties, express or implied, including merchantability or fitness for any particular purpose, arising by law, custom or conduct. The rights and remedies provided herein are exclusive and in lieu of any other rights or remedies.
- In no event shall PMT be liable for consequential damages (including loss of business or profits) or punitive damages due to the failure of a PMT product. Incidental, special, punitive and consequential damages are specifically excluded from this limited warranty.
- PMT reserves the right in the event of supply chain constraints and life cycle implications of 3rd party components, to be able to source appropriate replacement components of equal specifications for service needs when available.

WARRANTY PERIOD

- The warranty period varies by the product and is from the date of original factory shipment.

DESCRIPTION	STANDARD LIMITED WARRANTY
Consoles and mounting systems (non-electronic components)	Lifetime
Vehicle docks and cradles (non-electronic components)	Lifetime
Vehicle docks (electronic components): Printed Circuit Boards, Docking Connectors, Attached Electronic Components	Panasonic: 3 years Dell: 3 years Getac: 3 years Durabook: 3 years Others: 1 year
Accessories: Power Supplies, Shut Down Timers, Power Distribution Units, etc.	LIND: 3 years* Others: 1 year

* 1 year warranty on custom built power supplies and those with permanently attached cables

END USER AGREEMENT

You hereby agree to the terms of this End User Agreement by accepting delivery of this product from Precision Mounting Technologies Ltd. (PMT).

PRODUCT RETURNS

- PMT's goal is to ensure you are completely satisfied with your purchase. PMT stands behind its products and a support team is available to assist with diagnosing the problem or issuing a Return Merchandise Authorization (RMA) if needed.
- All returns must have a PMT issued RMA. Products purchased through a distributor/reseller must have a PMT RMA obtained by the distributor/reseller from PMT.

RETURN TO STOCK

- Product being returned for credit due must be returned within thirty (30) days of the original factory shipment. An RMA number must be obtained for product being returned. Shipping costs are the responsibility of the customer. A 15% restocking fee will be assessed to all products returned to stock for any reason other than PMT error.
- Acceptance of products returned to stock is at the sole discretion of PMT. In addition, only unused items in like new condition may be returned to stock. Customer must confirm that the item is returned in original packaging in order to ensure proper credit. Custom products and items that cannot be re-sold cannot be returned.
- Should a return be rejected by PMT, the customer will be informed and will have ninety (90) days to determine a course of action. If no reply is received within ninety (90) days, the returned product will be considered abandoned by the Customer and will be disposed of.

RETURN FOR REPAIR

- PMT's customer and technical support team will assist in identifying and diagnosing product issues and, if necessary, will provide an RMA number for repair returns. The customer is responsible for the safe transport of the product needing repair to the PMT Service Center, and bears all costs and risks associated with transportation.
- Warranty repairs will be covered according to PMT's Standard Limited Warranty set out below. For non-warranty repairs, a diagnostics fee will be applied to the cost of the repair. If the customer decides not to repair the unit, the diagnostics fee will be billed to the customer.
- For repairs NOT covered under warranty, a quote for the non-warranty repair will be sent to the contact on the RMA. If no reply is received within ninety (90) days, the returned product will be considered abandoned by the Customer and will be disposed of.

DOCKING STATION EXTENDED WARRANTY AND SERVICE PLAN

PRECISION MOUNTING TECHNOLOGIES EXTENDED WARRANTY – 4TH YEAR, ITEM # EXTWAR4YR

- The 4th year extended warranty carries the same terms and conditions as the PMT standard 3 year limited warranty with the added peace of mind of providing an extra 1 years cover to give a total of 4 years limited warranty after the date of original factory shipment. This extended warranty must be, and can only be, purchased at the time of the dock purchase to which the warranty is to be applied.
- The PMT standard 3 year limited warranty information can be viewed here: <https://www.precisionmounts.com/product-support/warranty-information>

PRECISION MOUNTING TECHNOLOGIES EXTENDED WARRANTY – 4TH AND 5TH YEAR, ITEM # EXTWAR5YR

- The 4th and 5th year extended warranty carries the same terms and conditions as the PMT standard 3 year limited warranty with the added peace of mind of providing an extra 2 years cover to give a total of 5 years limited warranty after the date of original factory shipment. This extended warranty must be, and can only be, purchased at the time of the dock purchase to which the warranty is to be applied.
- The PMT standard 3 year limited warranty information can be viewed here: <https://www.precisionmounts.com/product-support/warranty-information>

PRECISION MOUNTING TECHNOLOGIES EXTENDED SERVICE PLAN – 5 YEARS, ITEM # ESPWAR5YR

- Precision Mounting Technologies Extended Service Plan builds on our standard warranty by adding free loaner docks, accidental damage, expedited service and free shipping. The Extended Service Plan is available for purchase on select Precision Mounting Technologies Docking Stations. The Extended Service Plan must be, and can only be, purchased at the time of product purchase and extends the warranty to 5-years after date of original factory shipment. Any failure of any Precision Mounting Technologies product that is due to intentional misuse, gross neglect or damage, cosmetic wear, theft, fire or natural disaster is not covered by this warranty. The Extended Service Plan limits the owner to a total of two PCB replacements and two RF Pass thru (GPS/LAN/WAN) cables per serial number for the life of the contract. **PRECISION MOUNTING TECHNOLOGIES WILL NOT BE RESPONSIBLE FOR ANY INCIDENTAL, CONSEQUENTIAL (INCLUDING LOSS OF BUSINESS OR PROFITS) OR PUNITIVE DAMAGES DUE TO FAILURE OF A PRECISION MOUNTING TECHNOLOGIES PRODUCT. INCIDENTAL, CONSEQUENTIAL AND PUNITIVE DAMAGES ARE EXCLUDED FROM THIS LIMITED WARRANTY. THE FOREGOING WARRANTY IS A LIMITED WARRANTY. THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION OF THE WARRANTIES ON THE FACE HEREOF INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF FITNESS AND MERCHANTABILITY.**
- Our standard warranty information can be viewed here: <https://www.precisionmounts.com/product-support/warranty-information>