

PCT STORE LIMITED WARRANTY

LIMITED WARRANTY PERIOD

PCT International, Inc. (PCT) branded products have a limited ninety (90) day Warranty from the original purchase date with a valid proof of purchase from PCT Solutions' online store (PCT Store) or from an authorized retailer. A sales receipt or other document showing that you purchased the product is considered proof of purchase. Certain limitations and exclusions apply.

WHAT IS COVERED BY THIS LIMITED WARRANTY

PCT Solutions warrants the original PCT branded product contained in the original packaging against defects in materials and workmanship when used normally in accordance with PCT's published guidelines for a period of ninety (90) days from the date of original purchase by the end-user purchaser. PCT's guidelines include but are not limited to information contained in technical specifications, user manuals and service communications. This Warranty is valid only in the United States and Canada.

WHAT IS NOT COVERED BY THIS LIMITED WARRANTY

This Warranty does not apply to any non-PCT branded products, even if packaged or sold with PCT products. Manufacturers, suppliers, or publishers, other than PCT Store, may provide their own warranties to you but PCT Store, insofar as permitted by law, provides their products "AS IS". PCT Store does not warrant that the operation of the PCT product will be uninterrupted or error-free. PCT Store is not responsible for damage arising from failure to follow instructions relating to PCT's product use. Shipping charges to return products under warranty back to PCT Store is not covered.

HOW TO OBTAIN WARRANTY SERVICE

Consumers with a valid proof of purchase from PCT Store or from an authorized PCT Store retailer can return any In-Warranty PCT product to the Warranty department for repair or replacement. For In-Warranty service, the consumer must contact PCT Store and request an RMA number by submitting either: 1. an online message form found on PCTStore.com under CONTACT US; or 2. an e-mail to Support@PCTStore.com in order to return the product. The returned product must have the RMA number visible on the box and must include the bill of sale showing the unit is within the warranty period. If the unit is found to be defective under our Warranty Policy, PCT Store will repair or replace the item at no charge. Products outside of the warranty period should not be returned to PCT Store with the exception of any product return requested by PCT Store for quality assurance purposes.

GENERAL TERMS

1.1 Subject to the provisions of this Warranty, PCT Store warrants that the equipment described in this section will conform to our specifications in all material respect and that the equipment will be free from material defects in materials and workmanship during the Limited Warranty period.

1.2 This Warranty applies to all original purchases by consumers of PCT products ("Equipment"), provided that the purchase is from PCT Solutions' online store or from an authorized PCT Store retailer. The warranties set forth herein are not transferable.

1.3 The Effective period of this Warranty will start on the date of purchase of the Equipment from PCTStore.com or an authorized PCT Store retailer and last for 90 days.

RETURN OF EQUIPMENT UNDER WARRANTY

2.1 If an item of Equipment malfunctions or fails in normal use within the applicable Warranty Period: (a) The Customer shall notify PCT Store within thirty (30) days of the problem. (b) PCT Store will, at its option, either resolve the problem over the telephone or provide the customer with a Return Authorization ("RMA") Number and the address to which the customer may ship the defective item; (c) If the problem cannot be resolved over the telephone, the Customer shall attach a label showing the RMA number to each returned item, and include a description of the problem. The Customer shall, at his or her own cost, properly pack the item to be returned, mark the RMA number on the outside of the box, prepay the insurance and shipping charges, and ship the item to the specified PCT Store location. (d) Unauthorized return of any equipment, whether in or out of warranty, will be subject to a handling charge, in addition to all repair and all transportation charges. (e) PCT Store will, at its sole option, repair or replace the returned item. If a returned item is replaced by PCT Store, the Customer agrees that the returned item will become the property of PCT Store. (f) PCT Store will complete the exchange of PCT manufactured equipment returned under this Warranty within a reasonable time, subject to lead-times from factory, and will make a good faith effort to minimize any and all delays where possible; and (g) PCT Store will, at its cost, ship the repaired item or replacement to the Customer. If the Customer requests express shipping, the Customer will pay PCT Store an expediting fee.

2.2 Equipment which is repaired or replaced by PCT Store under this Warranty will be covered under all of the provisions of this Warranty for the remainder of the applicable Warranty period (for that particular equipment).

2.3 If equipment is repaired beyond effective warranty dates or if abnormal usage had occurred, Customer shall be charged applicable rates and the Customer will be advised of the estimated charges prior to repair by PCT Store's authorized service center.

2.4 The price of out-of-warranty repairs payable by the Customer will be based on standard labor and parts prices in effect at the time of the repair. PCT Store will use its best efforts to ensure that the cost of such repair, exchange, refurbishing, or substitution will not exceed the original price of Product.

2.5 If the problem reoccurs within the warranty period, PCT Store will, at its option: (a) re-perform the service; (b) replace the product pursuant to the terms of this warranty, (c) permit Customer to return the product and issue a refund pursuant to this warranty, or (d) refund the amount the Customer paid for the services.

PRODUCT MODIFICATION

3.1 PCT Store reserves the right to make changes or improvements to its products, during subsequent production, without incurring the obligation to install such changes or improvements on previously manufactured or sold products.

FORCE MAJEURE

4.1 PCT Store will not be liable if its performance under this warranty becomes commercially impracticable due to any contingency beyond PCT Store's reasonable control, including acts of God, fires, flood, wars, sabotage, civil unrest, accidents, labor disputes or shortages, government laws, rules and regulations, whether valid or invalid, inability to obtain material, discontinuation of third part data or services, equipment or transportation, incorrect, delayed or incomplete specifications, drawings or data supplied by Customer (collectively "Force Majeure").

LIMITATIONS AND QUALIFICATIONS OF WARRANTY

5.1 This Limited Warranty extends only to the original purchaser of the Equipment and is in lieu of all other express or implied warranties, including those of merchantability and fitness for a particular purpose. This Warranty does not apply to any damage, defect of failure caused by: (a) any part of the equipment having been modified, adapted, repaired, maintained, transported or relocated by any person; (b) Storage or environmental characteristics which do not conform to the applicable sections of the appropriate Equipment Manual or Instruction Sheet; (c) Failure to conform with the Equipment Operating Instructions in the applicable Equipment Manual or Instruction Sheet; (d) External causes, including external electrical stress or lightning, or use in conjunction with incompatible equipment, unless such use was with PCT Store's prior written consent; (e) Cosmetic damage; (f) Accidental damage, negligence, modification, mishandling, abuse or misuse; or (g) Force Majeure. Warranty does not cover: (a) Labor charges for installation or setup of the product. (b) Any taxes imposed on PCT Store for units replaced or repaired under this warranty. (c) Installation, performance of, or repair of: audio / video / networking cabling, telephone line, or accessory attachments used with the product. (d) Product replacement because of misuse, accident, lightning damage, unauthorized repair, or other cause not within the control of PCT Store. (e) Signal transmission problems caused by the condition of system components other than PCT equipment. (f) Incidental or consequential damages resulting from the product. (Some states (or jurisdictions) do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you.) (g) A product that has been modified or adapted to enable it to operate in any country other than the country for which it was designed, manufactured, approved and / or authorized, or repair of products damaged by these modifications.(h) A product used for commercial or institutional purposes. (i) Access connections (telephone or broadband), including charges from your communications provider.

LIMITATION ON DAMAGES

6.1 THIS WARRANTY IS THE CUSTOMER'S EXCLUSIVE WARRANTY FOR THE EQUIPMENT. PCT SOLUTIONS SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES OF ANY KIND, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND OF MERCHANTABILITY.

6.2 PCT STORE WILL NOT BE LIABLE IN TORT, INCLUDING LIABILITY IN NEGLIGENCE OR STRICT LIABILITY, AND WILL HAVE NO LIABILITY AT ALL FOR INJURY TO PERSONS OR PROPERTY. PCT STORE'S LIABILITY FOR FAILURE TO FULFILL ITS OBLIGATIONS UNDER THIS WARRANTY OR ANY OTHER LIABILITY UNDER OR IN CONNECTION WITH THE EQUIPMENT WILL BE LIMITED TO THE AMOUNT OF THE PURCHASE PRICE OF THE EQUIPMENT AT THE TIME OF ORIGINAL PURCHASE. THE REMEDIES STATED IN THIS WARRANTY ARE THE CUSTOMER'S EXCLUSIVE REMEDIES AGAINST PCT STORE REGARDING THE EQUIPMENT.

6.3 EVEN IF PCT STORE HAS BEEN NOTIFIED OF THE POSSIBILITY OF THEM, PCT STORE WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS AND REVENUES, FAILURE TO REALIZE EXPECTED SAVINGS, ANY CLAIM AGAINST A CUSTOMER BY A THIRD PARTY, OR ANY OTHER COMMERCIAL OR ECONOMIC LOSSES OF ANY KIND.

6.4 THESE LIMITATIONS AND DISCLAIMERS ARE NOT MADE BY PCT STORE WHERE PROHIBITED BY LAW.