

## **FSP Group U.S.A. Product Warranty Policy**

FSP Group U.S.A. warrants its products free from manufacturing defects, in part and in whole, under the following terms and conditions:

Warranted products will be covered in parts and labor for a period of one (1) year, unless otherwise noted per product type, series, model number, model name, and/or manufacturer's part number, from the date of purchase. FSP Group reserves the rights to provide replacement products in either new, refurbished or remanufactured products, matching or similar model depending on availability, in perfect working condition. Replacement products will be warranted for the remainder of the warranty period or for thirty (30) days from the date in which product was shipped in return, whichever is longer.

It is highly recommended, but not necessary to register your FSP products to obtain warranty. In the event that warranty service is required, a Return Merchandise Authorization (RMA) number must be issued by FSP Group Service Center and proof of purchase such as a store receipt or invoice must be made available upon request by FSP Group Service Center.

FSP Group U.S.A. warranty is non-transferable. This warranty can only be claim by the original consumer purchaser. All transactions must be taken place through authorized FSP Group U.S.A. resellers, retailers, online e-tailers and distributors, no exceptions.

FSP Group U.S.A. does NOT warrant any product that its original quality check and serial number label/markings has been defaced, modified, or removed. FSP Group U.S.A. does NOT warrant any product damage, deterioration or malfunction resulting from physical damage, abuse, misuse, neglect, accident, fire, water, lightning or other acts of nature. FSP Group U.S.A. does NOT warrant any product, personal, commercial or industrial, unauthorized use such as modification, failure to properly follow instructions included with the product, shipment damages, repair or attempted repair by anyone other than FSP Group Service Center.

FSP Group U.S.A. obligates and liable under this warranty only limited to the repair or replacement of a defective product at our own discretions. FSP Group U.S.A. shall NOT be obligates and liable to any incidental or consequential damage including but not limited to damages resulting from interruption of service, delay, and loss of business.

If repair is required, FSP Group U.S.A. reserves the right to perform such repair in accordance to FSP Group Service Center standards. For out-of-warranty products, a service and parts charge will apply. Please contact FSP Group Service Center at 909-606-0960. FSP Group Service Center will provide a repair estimate; include service and parts, per customer's approval, prior to perform any repair.

Contacting FSP Group Service Center for technical support, warranty and out-of-warranty service, FSP Group Service Center 14284 Albers Way, Chino, CA 91710 Telephone: 909-606-0960, Monday through Friday, 8:30 a.m. to 5:30 p.m. Pacific Time. Online: [www.fspgroupusa.com](http://www.fspgroupusa.com)