

IntelliPower, Inc. Domestic and International Warranty Policy

(UPS, EBM (Extended Battery), Frequency Converter, Power Inverters, Transformer, NetAgent; UPSilon; Software, IntelliPower-Supplied Accessories)

IntelliPower Incorporated warrants this equipment, when properly applied and operated within specified conditions, against faulty materials or workmanship for **the period of one year**. The warranty period is classified as one year from date of shipping and is limited to repair or replacement during the warranty period at the sole discretion of IntelliPower, Inc. All warranty service is performed on a depot basis by the IntelliPower Customer Service Department. It is the responsibility of the customer to notify and return the defective product to IntelliPower at the address below. All costs for shipment of the product to IntelliPower shall be paid by the Customer. Costs to return the repaired or replacement product to the Customer shall be paid by IntelliPower, Inc. and will be shipped by UPS Ground or equivalent service. If the defective product is outside the U.S., shipment (return freight) to a designated port will be provided by IntelliPower and will be shipped by UPS Ground or equivalent service. Export taxes, duties or other surcharges will be paid for by the user. The defective product must be returned intact and shall appear to IntelliPower upon inspection that the failure of the product was caused by defective material or workmanship. Such repair or replacement shall be made free of charge if the defect is determined to be caused from faulty material and/or workmanship, the unit is within the warranty period and IntelliPower was notified within the warranty period.

The warranty shall be void if (a) the equipment is damaged by the customer, is improperly used, is subjected to an adverse operating environment or is operated outside the limits of its electrical specifications; (b) the equipment is repaired or modified by anyone other than IntelliPower or IntelliPower-approved personnel; or (c) has been used in a manner contrary to the products operating manual or other written instructions. When an alarmed failure suggests that the IntelliPower equipment may be faulty, whether in or out of the warranty period, IntelliPower Customer Service should be notified at 714-921-1580. Upon receipt of this notification, the Customer Service Department will provide the assistance required to obtain repair or replacement of the equipment.

IntelliPower will not be liable for any associated costs incurred by the user, installing contractor or wholesaler as a direct or indirect result of failure or in the replacement of defective in-warranty material. Product evaluation may be subject to a minimum inspection and handling charge of \$150.00 plus and all transportation charges.

The customer **MUST** obtain a return/replacement (RMA) authorization form from IntelliPower's Customer Service Department before returning a product for warranty service. The return authorization number **MUST** be placed on the outside of the shipping box and the equipment must be packaged securely to avoid shipping damage. Use original packaging as supplied by IntelliPower or call for new shipping boxes to protect product during shipment. If the product is heavy (greater than 140 lbs.), it must be secured to a pallet for shipment. If questions arise, call IntelliPower customer service for details.

The warranty is expressly in lieu of all other warranties, expressed or implied, including, without limitation, any implied warranty or merchantability or fitness for a particular purpose, and/or any other obligation or liability on the part of IntelliPower, Inc. The sole exclusive remedy for breach of any warranty, expressed or implied, concerning IntelliPower's products and the only obligation of IntelliPower hereunder, shall be the repair or replacement of defective equipment, components, or parts, or, at IntelliPower's option, the refund of the purchase price or substitution with a new replacement product. IntelliPower shall in no way be responsible for any consequential damages, of any kind, or nature whatsoever, resulting from the breach of any warranty.

CORPORATE HEADQUARTERS

1746 N. Saint Thomas Circle • Orange, CA 92865 USA
Tel: 714.921.1580 • Fax: 714.921.4023
Email: sales@intellipower.com • www.intellipower.com

All products designed and manufactured in the U.S.A.

