



Warranty Statement

EZ-Tek Industries warrants that all of the products it ships will be in good working order and free from defects in material and workmanship, under proper and normal use and maintenance, as follows:

Drive Motor	1 Years
Gear Reducer	1 Years
Tapehead	3 Years (except for moving parts subject to normal wear and tear)
All Other Parts	1 Year (except for moving parts subject to normal wear and tear)

Repairs

All in-house repairs are rigorously tested for optimum operation and performance and warranted to be, under normal and proper use, free from defects in material and workmanship for a period of 90 days from the date of service.

Shipping Policy

Customer pays all incoming shipping charges for replacement components. If the item is defective and under warranty, EZ-Tek will pay all return shipping charges via the least costly method. If expedited shipping is desired, the customer must furnish their shipping account number and shipping fees will be charged to that account.

Exclusions

Damage due to tampering, abuse, improper adjustment, electrical interference, or the use of non-approved components will void any and all warranties by EZ-Tek and its distributors.

Warranty Procedures

If you believe that a product may be defective and may be covered by warranty, please call EZ-Tek Technical Service at 1-800-877-5658. If defective, you will receive a Return Material Authorization number to return the defective item to EZ-Tek. EZ-Tek will analyze the product and, if indeed found to be defective, we will send replacement components for the defective item. If the item is found not to be eligible for warranty, you will be notified and may decide on disposition. All warranty labor for parts replacement is the responsibility of the end user.

Warranty within 60 days of invoice

For warranty questions that take place within 60 days of the original invoice, EZ-Tek will allow cross-shipment of a replacement component to an end-user customer or EZ-Tek distributor. The customer will be invoiced for the replacement component 60 days after it ships. Upon receipt of the returned component, EZ-Tek will evaluate it and issue credit where necessary.

For components that have been misused or externally damaged, EZ-Tek will not issue credit, and will contact the customer to determine whether or not they want the component repaired and/or returned.

Warranty after 60 days of invoice

For warranty questions that take place more than 60 days from the original invoice, EZ-Tek requires the end-user or EZ-Tek distributor to return the component to EZ-Tek for repair. Upon receipt of the returned component, EZ-Tek will evaluate it and repair as necessary.

Components that fall within our warranty policy will be repaired normally within 5 business days of receipt and returned to the customer via standard ground shipping at EZ-Tek's expense. If expedited shipping is required, the customer must furnish their shipping account number and shipping fees will be charged to that account.

For components that have been misused or externally damaged, EZ-Tek will contact the customer to determine whether or not they want the component repaired and/or returned.

Warranty Eligibility

The warranty provided by EZ-Tek Industries, Inc. is only to the original buyer.

Limited Warranty

THE ABOVE WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED, INCLUDING THE

IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT.

Disclaimer of Damages

REGARDLESS OF WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE, IN NO EVENT WILL EZ-TEK INDUSTRIES, INC. BE LIABLE FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT OR SIMILAR DAMAGES, INCLUDING LOST PROFIT OR LOST OPPORTUNITIES OF ANY TYPE ARISING OUT OF THE USE OR INABILITY TO USE THESE PRODUCTS EVEN IF EZ-TEK INDUSTRIES, INC. HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.