
INNOVATIVE ELECTRONIC DESIGNS, LLC (IED) LIMITED WARRANTY AND SOFTWARE LICENSE

DURATION

Innovative Electronic Designs LLC (IED) manufactured hardware and software (the "Products") are warranted as set forth below. The warranty period is three years from date of the original ship date from IED. All third-party products included with IED Products are warranted for the period of time and with the warranty given by the third party but not less than one year from ship date.

OWNERSHIP

The IED warranty is granted to the owner of the Products. The Owner is the first beneficial user of the Product (the "Owner"). The warranty cannot be transferred without IED's written permission.

COVERAGE

IED warrants the Products to be free of all defects in materials or workmanship. If an IED Product or any component thereof is determined to be defective, that Product or that component will be repaired or replaced at no cost to the Owner. Freight charges to send the Product to IED are at the cost of the Owner. Freight charges to return the Product to the Owner are at the cost of IED.

LIMITATION OF WARRANTY

IED makes no warranty, express or implied, as to merchantability or fitness or any particular purposes for the Product, and IED shall have no liability for special, incidental, or consequential damages of any kind even if IED has been advised of the same. The warranty granted herein does not cover any Product or component on which the serial number has been defaced, modified, or removed. IED does not warrant that the use of the software as a part of the Product will be without interruption or will be error-free. IED does not warrant system design unless it is by separate written agreement.

SOFTWARE LICENSE

The software, firmware, printed and electronic documentation, and media included with the Product (collectively the "Software") remain the property of IED. The Owner is granted a non-exclusive, non-transferrable license pursuant to the IED Software End User License Agreement ("SEULA"), which may be found on the IED website. Owner's acceptance of SEULA occurs upon system acceptance or first beneficial use by Owner.

TECHNICAL SUPPORT

During the warranty period, IED will provide diagnostic support for system failure or total system interruption via telephone and/or customer provided high-speed Internet access on a 24/7/365 basis. System set-up configuration assistance will be available during the warranty period only between 8:30 a.m. and 5:30 p.m. EST Monday-Friday except holidays. All interpretation of this provision will be in the sole discretion of IED.

RETURNS FOR SERVICE

In the event that equipment requires service, contact the dealer from whom the equipment was purchased, or contact IED at 9701 Taylorsville Road, Louisville, Kentucky 40299, (502) 267-7436, for a Return Authorization. Do not return equipment without authorization. Any equipment so received may be returned to the sender at the sender's expense.

The sender is responsible for all charges for transportation for out-of-warranty service, and for transportation to IED for in-warranty service. For in-warranty service, IED will pay the cost of transportation to return the repaired equipment to the owner. The sender is responsible for proper packaging of any equipment returned for service. Shipping damages are the responsibility of the sender. All claims for shipping damages against the carrier must be settled before warranty service can commence.

OUT OF WARRANTY OPTIONS

Upon the expiration of the above described IED OEM LIMITED WARRANTY, the following options are available for extended service, warranty, and/or maintenance:

1. IED Support Services Platinum Plans that provide comprehensive hardware and software warranty. For information contact IED Support Services at 1-502-267-7436.
2. In the event of hardware and/or software issues resulting in an interruption of paging, and in the event that the system is **NOT** covered by the aforementioned Assurance Plans, advance replacements are available via the IED SERVICE POLICY available on request and/or via our web site, www.iedaudio.com.