

## LIMITED WARRANTY AND SOFTWARE LICENSE

### DURATION

Innovative Electronic Designs LLC (IED) manufactured hardware and software products are warranted for ONE YEAR from date of the original invoice. If products are delivered as part of a complete system (or a phase of a complete system), the one-year warranty period will begin on the date of system acceptance or first beneficial use (each phase), whichever comes first, provided validating documentation is delivered to IED prior to end of the original one year warranty period.

### OWNERSHIP

The IED warranty protects the original owner and all subsequent owners of IED equipment purchased (Owner) if it is presented within the warranty period together with the original dated invoice or packing list whenever warranty service is required.

### COVERAGE

Except as specified below, the IED Warranty covers all defects in materials, software or workmanship. IED does not warrant that your use of the software will be uninterrupted, or that the operation of the software will be error-free. It also does not cover damage caused by acts of God, accident, misuse, abuse, product modification, or neglect; damage occurring during shipment; damage occurring because of failure to follow instructions and procedures contained in the instruction sheets and manuals; damage resulting from the performance of repairs by personnel other than those authorized by IED; claims based upon misrepresentations by the seller; or warranty claims for any product on which the serial number has been defaced, modified, or removed.

All labor and materials will be provided as defined above, for all service performed within the terms of this Warranty.

### SOFTWARE LICENSE

The software, firmware, printed and electronic documentation, and media which accompany this hardware (collectively the "Software") are the property of Innovative Electronic Designs (IED) and are protected by copyright law. While IED continues to own the Software, the Owner will have certain rights to use the Software after acceptance of the IED Software End User License Agreement, and this is agreed to occur upon system acceptance or first beneficial use, whichever comes first. This IED license also governs any releases, revisions, or enhancements to the Software that IED may furnish to the Owner.

### TECHNICAL SUPPORT

During the terms of this warranty, IED will provide remote technical support via telephone (502-267-7436) and/or customer provided high-speed internet access, under warranty coverage as defined above. This support is available Monday through Friday 8:30AM – 5:30PM Eastern Time.

### 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.

### EXCLUDED WARRANTIES

***IED makes no warranty, express or implied, as to merchantability or fitness for any particular purpose for the equipment covered by this warranty. Liability is limited to repair or replacement, at IED's option, of any defective product, and shall not include incidental or consequential damages of any kind.***

