

There are no warranties, which extend beyond the description on the face hereof. Stealth (Sparton of Canada, Limited – herein “Stealth”) warrants products to be free of defects in material and workmanship for the specified warranty period from date of shipment. This period may vary by product. During the warranty period for the particular product, Stealth will, at its option, repair or replace the defective product. Repairs or replacements are warranted only for the remainder of the original warranty period or a 90 day extended warranty, whichever proves longer. Please contact Stealth for the warranty period specific to the product purchased.

### **Limitations of Warranty**

Warranty Void Conditions – Stealth’s limited warranty does not cover any failure(s) or defect(s) caused by, but not limited to, one or more of the following: incorrect installations, abuse, neglect, alterations, poor handling, misuse, accidents, improper packaging, abnormal use, excessive heat or cold, humidity, vibration, shock, power failures/surges, lightning, weather and repairs, upgrades, modifications by unauthorized sources or acts of God. Warranty does not apply to any product or part thereof where the original serial number has been altered, modified, defaced or removed. Warranty does not cover damage or loss as a result of or during transportation of the product.

### **Returning Products for Warranty**

In the event that a product requires returning to Stealth for warranty work the customer must first obtain a Returned Material Authorization (RMA) number and clearly mark the RMA number on the exterior of the shipping package. The RMA number is valid for 30 days. Stealth will not accept any incoming shipment without an authorized RMA number.

Stealth is unable to provide loaner units or advance replacements.

Repair parts and replacement products will be furnished on an exchange basis and will be either reconditioned or new. All replaced parts and products become the property of Stealth.

### **Shipping Charges**

All inbound freight for both Warranty and Non-Warranty repairs must be sent prepaid to Stealth and in its original packaging to prevent transit damage. Stealth is not

responsible for damage during shipment and it is recommended that you insure the product. In any event you assume full liability for loss or damage during transit.

Stealth will cover the freight return to you via ground/surface service only to the original ship-to address for warranty repairs within the continental United States and Canada. If you require overnight, expedited or overseas shipments, this service will be extra and at your expense. You may pay freight by issuing a purchase order, credit card or wire transfer. Return freight can also be covered by offering your own carrier account number (freight collect).

### **Extended Warranty**

Stealth offers extended warranty programs for particular products. Extended warranty must be purchased at the time of the original product sale and may be for one or two years, depending on the duration you purchase. Where extended warranty is purchased, it goes into effect the first day after the original warranty period expires.

### **Out Of Warranty Service**

The cost for repairing or replacing out of warranty items will be quoted on a time and materials basis. The customer must approve of any repair charges prior to the repair being processed.

### **Returned Items with No Fault Found (NFF)**

For items that have been returned for service with no faults found, a reasonable service charge will apply covering diagnoses, testing, return shipping and other related costs.

### **Data Backup**

It is your sole responsibility to back up the contents of your hard drive or other media, including any data you have stored or software you have installed on storage devices. Stealth shall not be responsible for i) any loss of data due to storage media failure, ii) for any software programs, data or other information stored or used on any media or part of any product returned to Stealth for warranty and non-warranty servicing. If during servicing the contents of the hard disk or any other data storage media are altered, deleted, modified or lost, Stealth shall not be held responsible. It is solely your responsibility to back up any software programs, data, or information stored on

any storage media or any part of a product returned for servicing because of the high likelihood of loss of data.

### **Disclaimer of Warranty Services**

In no event will Stealth be liable for any damages, including lost profits, lost business, lost savings, downtime, or delay, labor, repair or material cost, injury to person, property, or other incidental or consequential damages arising out of use of or inability to use such product, even if Stealth has been advised of the possibility of such damages or losses, or for any claim by any other party.

The above warranty is the only warranty authorized by Stealth and is in lieu of any other express or implied warranties, including implied warranties of merchantability and fitness for a particular purpose. Stealth reserves the right not to honor the warranty if you have any unpaid outstanding invoices or are chronically late with payments to Stealth. In such case, the warranty work will be postponed until your account is and remains up to date.

### **Returning Products for Warranty Service**



#### **Contact Technical Support to determine if your product needs to be returned**

Many times our technical support team may be able to assist you via email or over the phone to remedy any issues you may have without your needing to return goods for warranty work.

You will need to provide the unit's serial number and your contact information.

**Phone:** (888) 783-2584 or (905) 264-9000 ext #6225

**By web form:** Complete the form on Stealth website. [Click here](#) to get to the website.

**By e-mail:** Send email to this address [Support@stealth.com](mailto:Support@stealth.com)

**By opening a Case:** in your Account Dashboard on our Website (Registered Users Only) [Click Here](#) to get to Login Account / My Account / Cases / Submit New Case.

**Obtaining an RMA Number for Returns**

If it is determined that you need to return the product to Stealth for service please open a case as per the instructions above (item number 1) or our technical support staff will provide you with detail instructions on how to return the product.