



Standard Limited Warranty Policy No. PR-80492-201

STANDARD LIMITED WARRANTY. Equipment (hardware and software) manufactured by CTI Products, Inc. is warranted to be free from defects in material and workmanship for a period of one year from date of shipment. Under this Standard Limited Warranty, our obligation is limited to repairing or replacing any equipment or software, as discussed below and proved to be defective by our inspection. CTI Products shall in no event be held liable for damages or delay caused by defective material. This warranty shall not apply to equipment which has been repaired outside our plant in any way, so as to, in the judgment of CTI Products, Inc. affect its stability or reliability, nor which has been operated in a manner exceeding its specifications, nor which has been altered, defaced, or damaged by lightning or power surges.

EXTENDED LIMITED WARRANTY. When an Extended Warranty is purchased, the above Standard Limited Warranty is in effect for the duration of the Extension.

EXCEPTIONS TO STANDARD LIMITED WARRANTY. RadioPro IP Gateways manufactured after April 1, 2014 are warranted to be free from defects in material and workmanship for a period of two years from date of shipment.

SOFTWARE UPGRADE. An item is eligible for free software upgrades for a period of one year from date of shipment, and only for new releases of software with the same major version level. (The first digit of the version for a new release must be the same as the first digit of the version for the item shipped.)

CUSTOMER REMEDIES. In the event of a defect, malfunction, or failure to conform to specifications established by the seller during the period shown, the customer shall contact CTI Products, Inc. to obtain a Return Material Authorization (i.e. RMA number) and return the product or module, shipping and insurance prepaid. CTI Products, Inc., will then at its option, either repair or replace the product or module and return it, shipping prepaid, or refund the purchase price thereof. On-site labor at the purchaser's location is not included in this warranty.

EQUIPMENT NOT MANUFACTURED BY CTI PRODUCTS, INC. Equipment not manufactured by CTI Products, Inc. is excluded from this warranty, but is subject to the warranty provided by its manufacturer.

NO OTHER WARRANTIES. The foregoing constitutes the sole and exclusive remedy of the buyer and exclusive liability of CTI Products, Inc., and is in lieu of any and all other warranties expressed or implied or statutory as to merchantability, fitness for purpose sold, description, quality, productiveness or any other matter.

LIABILITY FOR CONSEQUENTIAL DAMAGES. Without limiting the foregoing, in no event shall CTI Products, Inc. or its suppliers be liable for any damages whatsoever (including, without limitation, special, incidental or consequential damages or for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the use of or inability to use CTI Products, Inc. equipment by purchaser or other third party, whether under theory of contract, tort (including negligence), indemnity, product liability or otherwise, even if CTI Products, Inc. has been advised of the possibility of such damages or losses. In no event shall CTI Products, Inc.'s liability exceed the total amount paid by purchaser for the equipment giving rise to such liability.