



## Warranty Program

### WARRANTY PROGRAM OVERVIEW:

Hamer Electric Incorporated (HEI) warrants and stands behind our quality! Therefore, HEI is proud to offer a final Product free of defect in materials and workmanship under normal and proper use effective for up to 1 year from date of completion and acceptance of the entire project. In the event of a defect as a direct result of HEI's workmanship, HEI agrees to correct, repair and/or replace, at our discretion, defective materials and/or equipment at HEI's expense for material and labor without additional expense to the Owner. HEI is not liable for indirect or consequential damages, including without limitation, associated with Owner's loss of use of, lost sales or profits. The remedies provided herein are the exclusive remedies under this Warranty Program. HEI reserves the right to repair or replace equipment at the prorated fair market value of the equipment damaged.

See below for more details regarding HEI Warranty Program where applicable in the Scope of Work:

### OPERATING SYSTEMS:

HEI warrants to the Owner that Product will be free from defect in material and workmanship for the time period up to 1 year from final date of completion and acceptance. During the warranty period, HEI shall restore any defective operating system in Scope to factory default or replace at no charge, provided that the product has been used as originally intended. Warranty is limited to the repair or replacement, at HEI's option, of Product that fails due to defect in material or workmanship. HEI reserves the right to replace product under this Warranty Program with new or remanufactured product. The repaired or replacement shall be warrantied under the terms of this Warranty Program for the remainder of the original 1 year or ninety (90) days, whichever is longer.

### ADDITIONAL TERMS:

This warranty does not cover damage associated with sustained over- voltage; vandalism, theft, normal wear and tear, obsolescence, abuse or catastrophic events. Remedies identified within this agreement are the exclusive remedies under this warranty. Claims must be made within 10 business days of damage or loss and HEI shall have up to 48 hours to respond to claim. HEI reserves the right and shall have reasonable access to the site within reasonable time of a warranty claim. HEI will not reimburse customer for repairs should customer not allow HEI 48 hours for repairs or to make arrangement for repairs.