



**SMARTPLUG SYSTEMS, LLC  
2500 WESTLAKE AVE. N, SUITE G  
SEATTLE, WA. 98109**

**Warranty Policy:**

Seller warrants their products to be free from defect for a period of seven years from the date of purchase.

This limited warranty coverage includes:

Parts Coverage for (7) years for repair or replacement of defective parts. Freight (ground service only) for shipment of a replacement part only.

**LIMITATION OF WARRANTY**

This warranty does not apply to products, which have been subjected to misuse, mishandling, negligence, improper repair, improper installation, normal wear and tear, or any other unreasonable use.

**LIMITATION OF REMEDY**

1. Under this warranty, Seller is responsible only for the repair or replacement of the defective component part(s) at the Seller's option.
2. Incidental or consequential loss or damage including but not limited to charges or claims for labor (including labor when no parts are used for repair), lost time, lost profits and loss of use.
3. In no event shall Seller be responsible for: consequential or incidental damages, damages arising from improper installation, improper use, abuse, alteration or failure to follow the usage or installation instructions contained in the owner's manual.
4. The duration of any implied warranty is limited to (7) years from date of purchase, including, for example, your packing slip, invoice, or other receipt. The warranty period is not extended if we repair or replace a warranted product. We may change the availability of our limited warranties at our discretion.

**LEGAL RIGHTS / LAW ARBITRATION**

This warranty gives the owner specific legal rights and you may have other rights, which may vary from state to state.

The rights and obligations of the parties shall be governed by the laws of the State of Washington, without regard to its conflict of laws principles. Any claim or dispute arising out of, relating to or in connection with the sale of product by Seller to Buyer shall be finally settled by arbitration under the rules of the American Arbitration Association by one neutral arbitrator and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction over it.

**SmartPlug Systems** | 2500 Westlake Ave. N. Suite G, Seattle WA 98109 | (206) 285-2990 | [www.smartplug.com](http://www.smartplug.com)



## HOW TO PROCESS A WARRANTY CLAIM

To initiate a warranty claim, please contact SmartPlug's customer service team at (206) 285-2990 and request a RAN (Return Authorization Number). Once you have a RAN number, please include (1) the defective product, (2) a copy of your proof of purchase for the defective product, and (3) a description of the product defect, and ship it to us at the following address:

SmartPlug Systems  
2500 Westlake Avenue North, Suite G  
Seattle, WA 98109

You must return the defective product to us, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment.

Upon our inspection of the defective product and our determination that your claim falls within the scope of this limited warranty, we will send you a replacement product free of charge (but not including any installation costs). We will make such determination and, if in the affirmative, send you a replacement product, within thirty (30) days following our date of receipt of the materials listed above.

If we are not able to replace your warranted product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for your purchase cost (as indicated on your proof of purchase), at our sole option.

We will pay to ship the replacement product to you if you use an address in the United States. Otherwise, we will ship the product to you freight collect.

If we determine that the problem is not covered under this limited warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

Replacement products are covered for the remaining period of the limited warranty covering the warranted product that you bought. We own all warranted products returned to us that are exchanged for a replacement product.

You may not transfer this limited warranty. This warranty coverage terminates if you sell or otherwise transfer a warranted product to another party.

If you have any questions regarding the terms of this limited warranty, please do not hesitate to contact Smartplug directly at (206) 285-2990.