



TECHNICAL ASSISTANCE TO OUR CUSTOMERS

Technostrobe has an on-staff Engineering Department and highly-qualified service representatives and technicians available by phone and email 24/7 for technical support. Customer and technical services are available at our toll free number: 877-5-STROBE (78-7623) and email: info@technostrobe.com.

LIMITED PRODUCT WARRANTY

Technostrobe Inc. (hereinafter "Technostrobe") warrants the products sold to the distributor and later purchasers of the products to be free of manufacturing defects in design, material and workmanship at the time of shipment and for the limited period provided hereunder, when used in and under normal use conditions:

- Strobe lighting products (using a xenon lamp or an incandescent bulb) and control mechanisms are covered for a period ending two (2) years plus sixty (60) days after the date of initial shipment of the product by Technostrobe.
- LED Products and control mechanism are covered for a period ending five (5) years plus sixty (60) days after the date of the original shipment by Technostrobe.
- Products sold but not manufactured by Technostrobe are covered by their original manufacturer's warranty, in accordance with their specific terms and conditions only.

The sole obligation of Technostrobe under this warranty is limited to the repair, replacement or reimbursement of the defective product determined to be inoperable due to manufacturing defect in design, material or workmanship, at Technostrobe's sole discretion. Technostrobe reserves the right to request return of the product for inspection prior to making any decision regarding a claim. No returned product will be accepted by Technostrobe without its prior authorization and customer must follow the warranty claim procedure indicated hereunder.

If Technostrobe elects to replace the defective product, Technostrobe reserves the right to replace it with another product of the same model or a model of at least comparable in quality and features. If Technostrobe rather elects to reimburse the consumer, it cannot exceed the amount received by Technostrobe as payment for the original product purchase. If Technostrobe elects to repair the products, the warranty shall cover parts and workmanship completed at the Technostrobe facilities only. Repaired or replaced products will be shipped back at consumer's costs.

All replacements of defective products are warranted only for the remainder of the duration of the original warranty.

WARRANTY CLAIM PROCEDURE

All warranty claims under this limited warranty must be made in writing by the customer to Technostrobe, with the original proof of purchase, before Technostrobe's obligation to honor this limited warranty arises, and such written warranty claim is a condition precedent to the customer's right to relief under this limited warranty. In order for this warranty to be valid, the consumer must, at the time the product is returned, provide proof of purchase

Any warranty claim must be made in writing at Technostrobe Inc., 65, Hebert O'Connell, Coteau-du-Lac, Quebec, Canada J0P 1B), by facsimile at 1-450-763-1354 or by email at info@technostrobe.com. A request for a Return Authorization Number (RMA) must be made the same way or by telephone at (877)578-7623.

The Product must be carefully repacked, insured up to a minimum equal to the total price paid for said product and returned at customer's cost, at Technostrobe's abovementioned address, freight costs prepaid. Any product sent without RMA or sent collect will be refused and returned to sender.



LIMITATIONS, EXCLUSIONS AND DISCLAIMERS

In addition to what is specifically mentioned hereinabove, this limited product warranty never covers any problems, damages or losses resulting from the installation of the product, which is the sole responsibility of the person or company that installed the products and in any given case, including negligence, Technostrobe will not be held responsible nor will have any liability, which is hereby disclaimed, in relation with the installer's own products or services.

THIS WARRANTY DOES NOT COVER AND THERE IS NO WARRANTY WHATSOEVER ON THE PRODUCT FOR CASES OTHER THAN A MANUFACTURING DEFECT IN DESIGN, WORKMANSHIP OR MATERIAL, AND THE WARRANTY IS THUS NULL AND VOID IN SUCH CASES, INCLUDING, WITHOUT LIMITATION, IN CASES OF PROBLEMS, DAMAGES OR LOSSES RESULTING FROM NEGLIGENCE, ABUSE, MISUSE, ACCIDENT, VOLUNTARY DAMAGES, VADALISM, IMPROPER OR FAULTY USE OR INSTALLATION, UNAUTHORIZED, IMPROPER OR FAULTY REPAIR OR MODIFICATION TO THE PRODUCT, MODIFICATIONS OR REPAIRS PERFORMED BY ANY OTHER PERSON THAN A TECHNOSTROBE AUTHORIZED SERVICE TECHNICIAN OR EMPLOYEE DAMAGE OR BREAKAGE DUE TO OVER EXCESS OF PRESSURE, NORMAL WEAR AND TEAR, ACTS OF GOD SUCH AS LIGHTNING STRIKE, STORMS, HURRICANES, TORNADOES AND SIMILAR EVENTS,

TECHNOSTROBE SHALL NOT BE LIABLE NOR ASSUME ANY LIABILITY FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, NEITHER FOR ANY DAMAGES OR REMEDIES NOT SPECIFICALLY SET FORTH IN THIS WARRANTY, INCLUDING FOR LOSS OF ANITICIPATED PROFITS OR SALES. TECHNOSTROBE DOES NOT ASSUME ANY LIABILITY OF PURCHASER OR OTHERS FOR INJURY TO PERSONS OR PROPERTY. TECHNOSTROBE SHALL NOT BE LIABLE IN ANY EVENT, FOR ANY DAMAGES IN EXCESS OF THE PRICE PAID AND RECEIVED BY TECHNOSTROBE FOR THE PRODUCT. THIS LIMITED PRODUCT WARRANTY CONSITUTES THE SOLE WARRANTY MADE BY TECHNOSTROBE WITH REGARD TO ITS PRODUCTS AND, TO THE FULLEST EXTENT PERMITTED BY LAW, IS IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS OF ANY KIND WHATSOEVER, VERBAL, EXPRESSED, IMPLIED, STATUTORY OR OTHERWISE. **TECHNOSTROBE MAKES NO EXPRESS OR IMPLIED WARRANTIES OTHER THAN THE ONES SET FORTH HEREIN, INCLUDING BUT WITHOUT LIMITATION, NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, NOR WARRANTY OF QUALITY OR DURABILITY OR OF NON-INFRINGEMENT OF THIRD PARTY RIGHTS, WHICH ARE SPECIFICALLY DISCLAIMED. IN THE EVENT TECHNOSTROBE SHALL BE DEEMED TO HAVE MADE ANY SUCH WARRANTIES, DESPITE THIS EXPRESS EXCLUSION OF SUCH WARRANTIES, SUCH WARRANTIES SHALL NOT BE EXTENDED BEYOND THE DURATION OF THE EXPRESS WARRANTIES HEREIN.** THIS LIMITED WARRANTY SUPERSEDES ALL OTHER WARRANTIES THAT ARE ASSOCIATED OR COULD BE INCLUDED WITH A PRODUCT. THIS LIMITED WRITTEN WARRANTY IS THE ONLY WARRANTY, EXPRESSED OR IMPLIED, MADE BY TECHNOSTROBE. SOME STATES OR PROVINCES DO NOT ALLOW THE LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR THE DURATION OF AN IMPLIED WARRANTY, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY. THIS WARRANTY GIVES SPECIFIC LEGAL RIGHTS, AND THE LAWS OF SOME STATES OR PROVINCES MAY GRANT FOR SOME OTHER RIGHTS.

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