



Limited Warranty Terms and Conditions

Your acceptance of products purchased from Special Technical Services Inc. (STS) constitutes acceptance of its standard warranty terms and conditions, which are described below.

Warranty Terms

STS warrants that for a period beyond the (1) year following shipment, the STS products you have purchased will (a) perform in accordance with published specifications, and (b) will be free from defects in materials or workmanship. In the event a STS Product does not meet this warranty, subject to the conditions set forth in these terms and conditions, STS sole obligation will be, at its election, to repair or replace the STS Product in question or to refund the purchase price.

SPECIAL TECHNICAL SERVICES MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. IN NO EVENT WILL SPECIAL TECHNICAL SERVICES BE LIABLE FOR PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, OR FOR AN AMOUNT IN EXCESS OF THE PURCHASE PRICE OF THE DEFECTIVE SPECIAL TECHNICAL SERVICES PRODUCT OR PRODUCTS.

This warranty will not apply to any STS Products that have been (a) damaged by lightning, water, or power surges, (b) neglected, altered, abused, or used for a purpose other than the purpose for they were provided, (c) repaired by you or any other party without STS prior written authorization, (d) used in conjunction with a third party product or products not approved in advance by STS, or (e) otherwise used in a manner inconsistent with any instructions provided by STS.

In the event that STS repairs or replaces a defective STS Product under warranty, the repaired or replaced product will be covered through the end of the extended period, but no repair or replacement will extend the warranty term past the end of the extended period.

If you purchased the STS Products from a party other than STS, STS reserves the right to require proof of purchase to verify the timeliness of your request.

Any and all disputes arising out of or relating to the purchase or use of STS Products, including any warranty claims, will be governed by the laws of the State of New Jersey without regards to conflicts of laws principles. Any action arising out of or relating to the STS Products must be brought only the Federal and state courts located in the State of New Jersey, and by accepting the STS Products, you hereby consent to the personal jurisdiction of such courts and agree not to raise any argument of lack of personal jurisdiction or inconvenient forum or otherwise attempt to transfer such action from, or dispute the jurisdiction of, such courts. YOU HEREBY WAIVE THE RIGHT TO A JURY TRIAL.

Return Procedures

STS will arrange for and pay the shipping charges to return any defective STS Products to STS. STS will use commercially reasonable efforts to repair the defective STS Products within ten (10) business days. STS will arrange for and pay ground shipping charges for all products replaced or returned to you within the United States. Any other shipping charges are your responsibility. STS does not offer on-site service to repair any defective STS Products or to resolve any problems relating to the installation of repaired or replacement products. STS will, however, provide on-line support and troubleshooting.

Please contact us by email at info@specialtechnicalservices.com or by phone at (609) 259-2626 for all warranty claims. The serial number of the product in question (if applicable) is required to confirm shipment date.

Extended Warranty Coverage is available for purchase as follows:

- 2 Year Extended Warranty (1 year extension to Standard Warranty) – Cost is 10% of the purchase price of the item covered
- 5 Year Extended Warranty (4-year extension to Standard Warranty) – Cost is 22% of the purchase price of the item covered
- 10 Year Extended Warranty (9-year extension to Standard Warranty) – Cost is 35% of the purchase price of the item covered
- Extended Warranties must be purchased at the same time as the product(s) being covered