

## WARRANTY INFORMATION

This Product (including any accessories included in the original packaging) as supplied and distributed in new condition, is warranted by Photive to the original consumer purchaser against defects in material and workmanship ("Warranty") as follows:

- 1 LABOR :** For a period of one (1) year from date of original consumer purchase, if this Product or any part determined by Photive, or Photive authorized service provider, to be defective, Photive will repair or replace the Product with new or refurbished product of similar or better quality, at Photive's option, at no charge to the original consumer, or pay the labor charges to any Photive authorized service provider. After the one (1) year Warranty period, you must pay for all labor charges.
- 2 PARTS :** For a period of one (1) year from the date of original consumer purchase, Photive will supply, at no charge to the original consumer, new, rebuilt or refurbished replacement parts in exchange for defective parts, or will replace the Product with new or refurbished product of similar or better quality, at Photive's option, at no charge to the original consumer. After the one (1) year Warranty period, you must pay for the costs of all parts.
- 3 SHIPPING COSTS :** Notwithstanding the foregoing, the original consumer is responsible for any shipping charges incurred to ship the Product or part(s) to Photive or to an Photive authorized customer service provider, for diagnosis, repair or replacement.

Please have your model number available along with your date of purchase. To receive Warranty service, the original consumer purchaser must contact Photive for problem determination and service procedures. Proof of purchase in the form of a bill of sale or receipted invoice, evidencing that the Product is

within the applicable Warranty period(s), MUST be presented to Photive, or authorized customer service provider, in order to obtain the requested service.

For Warranty & Support, Please email  
[support@photive.com](mailto:support@photive.com)

### EXCLUSIONS AND LIMITATIONS

This Warranty covers manufacturing defects in materials, workmanship encountered in the normal, noncommercial use of the Product, and does not cover (a) damage or failure caused by or attributable to abuse, misuse, failure to follow instructions, improper installation or maintenance, alteration, accident or excess voltage or current; (b) improper or incorrectly performed repairs by non-authorized service facilities; (c) onsite consumer instruction or adjustments; (d) transportation, shipping, delivery, insurance, installation or set-up costs; (e) costs of product removal, transportation or reinstallation costs; (f) ordinary wear and tear, cosmetic damage or damage due to acts of nature, accident; (g) commercial use of the Product; (h) modification of, or to any part of the Product. This Warranty applies to the original consumer only and does not cover products sold AS IS or WITH ALL FAULTS, or consumable (e.g., fuses, batteries, bulbs etc.). This Warranty is valid only in the United States and Canada, and only applies to products purchased and serviced in the United States and Canada. All replaced parts and products, and products on which a refund is made, become the property of the Warrantor.

NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE EXPRESSLY DESCRIBED ABOVE, SHALL APPLY. THE WARRANTOR FURTHER DISCLAIMS ALL WARRANTIES AFTER THE EXPRESS WARRANTY PERIOD STATED ABOVE. NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR ENTITY WITH RESPECT TO THE PRODUCT SHALL BE BINDING ON THE WARRANTOR. REPAIR, REPLACEMENT OR REFUND OF THE ORIGINAL PURCHASE PRICE – AT THE WARRANTOR'S SOLE DISCRETION – ARE THE EXCLUSIVE REMEDIES OF THE CONSUMER. THE WARRANTOR SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT. NOTWITHSTANDING THE FOREGOING, CONSUMER'S RECOVERY SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT SOLD BY Photive. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL CONSUMER WHO PURCHASED THE PRODUCT AND NOT TRANSFERABLE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on warranties, so the above limitations or exclusions may not apply to you. This Warranty gives you specific rights, and you may have other rights, which vary from state to state.

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