



OEM Repair Warranty Policy

We warrant the repair to be free from manufacturing and material defects for a period of ninety-days from the date of repair once it is outside of the Original one-year OEM Warranty. This warranty covers parts and our labor for those parts to be replaced or repaired at a facility we designate. If we determine the failure is covered under the repair warranty, we will either repair or replace the product. This warranty is extended to customers and applies to all Rowe Electronics repaired equipment purchased, installed, and used for the purpose for which such equipment was originally designed. This warranty covers only defects arising under normal use and in accordance with product instructions.

The Rowe Electronics Warranty does not warrant, guarantee, and is not responsible for:

- Defects, failures, damages or performance limitations caused by power failures, power surges, fire, floods, lightning, excessive heat or cold, highly corrosive environments, accidents, actions of third parties, customer's abuse, mishandling, misuse, negligence, improper storage, servicing or operation, or unauthorized attempts to repair or alter the equipment in any way
- Expense for labor to remove or reinstall any product
- Batteries and other consumable goods
- Products returned with chemical or other hazardous contamination

Warranty period

We warrant the repair to be free from manufacturing and material defects for a period of ninety-days from the date of repair once it is outside of the Original one-year OEM Warranty. Rowe Electronics products repaired and replaced under the Rowe Electronics Warranty and Returns Policy are warranted for the remainder of the original warranty period.

Field Returns

Description: For Rowe Electronics products that have failed after release to the field.

Authorization: Call Rowe Electronics for an RMA and shipping instructions. Credit will only be issued on parts received that fall within the return warranty period and conditions.

Information:

- Part number
- Date of Failure
- Date of Manufacture / Serial Number
- Brief description of failure
- Name, address, telephone and email address of person returning the product

Shipping: All Field Return parts should be returned within 30 days of the issued RMA to the following address free from contamination and reasonably clean. Contaminated parts will not be evaluated, and will be returned to the customer at their expense, and the warranty will be void.

UPS/FEDEX (Preferred)
Rowe Electronics, Inc.
RMA: #####
339 Hakes Drive
Norwalk, IA 50211-9627

USPS (Non-Preferred)
Rowe Electronics, Inc.
RMA:#####
PO Box 403
Norwalk, IA 50211-9627