



OEM Warranty and Returns Policy

We warrant our products to be free from manufacturing and material defects for a period of one year from the date of manufacture. 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 warranty, we will either repair or replace the product. This warranty is extended to customers and applies to all Rowe Electronics manufactured 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 our products to be free from manufacturing and material defects for a period of one year from the date of manufacture. Rowe Electronics products repaired and replaced under the Rowe Electronics Warranty and Returns Policy are warranted for the remainder of the original warranty period.

Line Returns

Description: For Rowe Electronics products rejected at the OEM manufacturing facility.

Authorization: Call Rowe Electronics for an RMA and shipping instructions. Products that meet our warranty conditions will be repaired or replaced.

Information:

- Purchase order number
- Part number
- Quantity for return
- Date of Manufacture
- Brief description of non-conformance

Shipping: All Line 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, will be returned to the customer at their expense, and the warranty will be void.

Rowe Electronics, Inc.
339 Hakes Drive
Norwalk, IA 50211-9627



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 warranty period and conditions. A prepaid shipping label may be provided if the product cannot first be returned to the OEM.

Information:

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

Shipping: All Line 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, will be returned to the customer at their expense, and the warranty will be void.

Rowe Electronics, Inc.
339 Hakes Drive
Norwalk, IA 50211-9627