

## **Dakota Micro, Inc. Warranty & Repair Policy**

### **Dakota Micro, Inc. Warranty (as published in all DM manuals):**

Dakota Micro Inc. warrants to the first consumer purchaser that this Dakota Micro brand product will be free from defective workmanship and materials, and agrees that it will, at its option, either repair the defect or replace the defective Product or part thereof with a new or remanufactured equivalent at no charge to the purchase for parts or labor for the period of two (2) years for monitors, quads and Ranch Hands, One (1) year for cables and all other accessories. Warranty coverage for cameras extends for the period of three (3) years.

Warranty extends throughout North America (US & Canada). 1 year warranty applies to all other geographic locations unless otherwise stated in writing by DM.

This warranty does not apply to any appearance items of the Product nor to any Product the exterior of which has been damaged or defaced, which has been subjected to improper voltage or other misuse, abnormal service or handling, or which has been altered or modified in design or construction.

In order to enforce the rights under this limited warranty, the purchaser should follow the steps set forth below and provide proof of purchase to the servicer.

Neither the sales personnel of the seller nor any other person is authorized to make any warranties other than those described herein, or to extend the duration of any warranties beyond the time period described herein on behalf of Dakota Micro Inc.

The warranties described herein shall be the sole and exclusive warranties granted by Dakota Micro Inc. and shall be the sole and exclusive remedy available to the purchaser. Correction of defects, in the manner and for the period of time described herein, shall constitute complete fulfillment of all liabilities and responsibilities of Dakota Micro to the purchaser with respect to the Product, and shall constitute full satisfaction of all claims, whether based on contract, negligence, strict liability or otherwise. In no event shall Dakota Micro be liable or in any way responsible for any damages or defects in the Product which were caused by repairs or attempted repairs performed by anyone other than Dakota Micro. Nor shall Dakota Micro be liable or in any way responsible for any incidental or consequential economic or property damage. Some states do not allow the exclusion of incidental or consequential damages, so that above exclusion may not apply to you.

Any action at law, suit in equity, or other judicial proceeding for the enforcement of any warranty provided for herein or otherwise, shall be instituted only in the Courts of the State of North Dakota, the laws of which shall govern.

*This warranty gives you specific legal rights and you may also have other rights, which may vary from state to state*

*Updated 10/28/09*

## Warranty Repair/Repair Process

- 1) Call 1 866 462-4226 and select Option "1"
- 2) Technician will assist in troubleshooting product malfunction.
- 3) If product malfunction cannot be remedied and a repair is deemed necessary, Technician will issue a Repair Authorization (RA) number.  
*IMPORTANT NOTE: The Technician will note on the RA form if the repair APPEARS to be a warranty or non-warranty issue based on customer description of the issues at hand. No final determination can be made until inspection and testing of the equipment is completed at the factory.*
- 4) To ensure fast and effective repairs, customer will send:
  - a. DM Product that Technician has requested/deemed necessary in the proper diagnosis and repair of malfunction. This may include some or all components of the kit.
  - b. Original/Copy of purchase receipt
  - c. Customer information, including return addresses & phone number. If the phone number is not included, the customer will be sent a letter requesting the needed information.
- 5) Customer should mail product to:

Dakota Micro, Inc.  
RA# XXXX  
8659 148<sup>th</sup> Ave. SE  
Cayuga, ND 58013
- 6) Upon receipt and evaluation of product at DM Factory, it will be established if the repair is warranty or non-warranty. Customer will be called and notified of all charges (if applicable).
- 7) If the repairs are deemed non-warranty, and require a service/repair fee of any kind, a credit card number will be requested at this time.
- 8) **Any product returned without proper documentation may be returned at customer's expense.**

## Shipping Costs

Return shipping costs will be borne by the party at fault; in other words, if DM determines that the defective product was covered under warranty, DM pays the shipping charges. If DM determines that it was the customer's fault, the customer will pay shipping charges. If a particular circumstance cannot be determined than the cost of shipping charges will be decided on a discretionary basis depending on the situation at hand.

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