



OPTEX INC. LIMITED WARRANTY

This warranty applies only to OPTEX Inc. products purchased and used in North America. This particular warranty applies only to those products marked with the OPTEX or Redwall name.

What is covered? Any defects in materials or workmanship.

For how long? 5 Years limited, based on lot number, with the exception of the following:

3 Year Limited Warranty

All Access Control Products

2 Year Limited Warranty

I-VISION and all VX, HX, FTN, SIP, RLS, WSS, & BX-80N Series Products

18 Month Limited Warranty

All IVP series products (IVP-BAT excluded) & WATCHMAN

1 Year Limited Warranty

All LX & RN4 Series Products

What will OPTEX do?

If your OPTEX product is determined to be a manufacturer's defect and returned within the warranty period, OPTEX will replace it at no charge to you. Units shall be replaced with new or upgraded product, which will be warranted for full warranty period as indicated above.

Limitations:

Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the product is fit for ordinary use), are limited to 1 year, based on lot number. OPTEX will not pay for loss of time, inconvenience, loss of use of your OPTEX product, property damage caused by your OPTEX unit or its failure to work or any other incidental or consequential damages.

What we ask you to do when returning defective product:

To get a warranty replacement for your OPTEX product, you must first obtain a Manufacturers Return Authorization Number (MRA#) by calling 800-966-7839 and requesting an MRA #. At this time you will be asked several questions which will determine the warranty status of the product, including the lot number. (See "The Return Policy Simplified" for more details). When you ship your product to OPTEX for replacement, you must prepay all shipping costs. Be sure to include your name, address, phone number and a description of the operating problem, along with the MRA #.

Please be advised that OPTEX does not repair any sensors listed above, but we will test the equipment to determine if it works or not. If we find nothing wrong, OPTEX will return the item packaged as we received it. If we find the equipment is defective and under warranty, it will be replaced with a new or upgraded version. Out of warranty product that is received will be returned as is, or replaced with a new unit for the full new price. OPTEX will call to verify which option you prefer.

When replacing your warranty OPTEX product, we will ship it to your business in the United States at no charge to you. Out of warranty or non-defective returns will be charged for return freight.

What this warranty does not cover:

This warranty does not cover defects resulting from accidents, damage while in transit to our authorized distribution point, unauthorized repair, alterations, failure to follow instructions, misuse, use outside the North America, fire, flood and acts of God. Nor do we warrant our OPTEX products to be compatible with any particular security equipment. If your product is out of warranty or damaged beyond the coverage of this warranty, call us toll free at 800-966-7839 for advice, whether we will replace your OPTEX product. **This warranty is the only one we give on your OPTEX product and it sets forth all our responsibilities regarding your OPTEX product. There are no expressed warranties**

THE RETURN POLICY SIMPLIFIED

LOT NUMBERS EXPLAINED

The “Lot Number” consists of four numbers...sometimes followed by a letter. The first two numbers represent the year and the last two numbers represent the week. For example: 1022E would be the 22nd week in 2010. It is **important to have the lot #** ready when you call in for a return authorization number. **Do not return out of warranty product for any reason**, as it will still cost you full price to replace it with new.

DEFECTIVE PRODUCT RETURNS

OPTEX **does not repair** any sensors listed above as they are manufactured in Japan and shipped to us packaged to sell through distribution. We test the equipment and determine if it works or not. If it works, we return it packaged as we received it. YOU are responsible for return shipping of all products found to not be defective. If the equipment is found defective and is under warranty, OPTEX will replace it with the same model new in box. Warranted products carry no charges to the customer. Out of warranty product that is shipped to us will be returned as is, or replaced with new for the full new price. We will call to verify which option would work best for you. Make sure to check that the box and product lot #'s match, as we do sometimes get back old, out of warranty product in new boxes.

NEW PRODUCT RETURNS

All non-defective products returned for credit **must be in new condition** and will be inspected prior to issuing a credit. A re-stocking fee may apply, but can often be waived when an offsetting order of 1.5 times the amount of the return is placed along with the RA request, so please call ahead and ask for Louise Sanchez at x102, **when sending back new in box credit returns**. Please make sure that the **product's packaging** is not **marked with tape or writing**, as this may result in **no credit or a 20% restocking charge**.

If you have any questions after reviewing this policy, please call the number below.

Sincerely,

OPTEX Tech Support / Repairs
(800) 966-7839 #131