

HANS™ PowerPack 150 and HANS™ PowerPack 300

REFUND

Customer can return the undamaged product for a refund within 30 days of purchase along with a proof of purchase and all original packaging. The Customer must pay the return shipping costs. Customer should complete the Return form to initiate the process. If the Refund is authorized, a Return Material Authorization (“RMA”) is issued to the Customer, and if needed, an appropriate shipping container along with shipping instructions. Upon receipt by the Manufacturer, the device is processed and inspected to determine if the Refund is authorized. If the Refund is authorized the Customer will receive a Refund and an email confirmation of the authorization.

WARRANTY

LIMITED WARRANTY

Manufacturer hereby warrants all new HANS™ PowerPack 150 and HANS™ PowerPack 300 devices, including every major component part thereof, are free from defects in materials and workmanship at the time of delivery and for the duration of the Warranty Period.

WARRANTY PERIOD

Manufacturer provides a limited twelve-year (the “Warranty Period”) in accordance with the terms contained herein for all new devices. This warranty is invalid if the factory-applied serial number has been altered or removed from the device or if the device has been tampered with.

LIMITED TO ORIGINAL CUSTOMER

This warranty is available only for the original customer and you will be required to provide proof of purchase.

REMEDY

Subject to the limitations and exceptions set forth herein, Manufacturer shall, at its sole option, repair or replace the device due to any defect in materials or workmanship which may occur during the Warranty Period, and Customer shall pay for shipping. In the event Manufacturer concludes, however, that the cause of any defect or fault is not a defect in materials or workmanship, Customer shall pay the costs to repair or replace the device.

EXCLUSIONS

This Warranty shall not apply to any defect, fault, or malfunction of the device where it is a direct or indirect result of: (a) lack of proper maintenance or care of the device; (b) incorrect or unreasonable use of the device; (c) failure by Customer to carry out or to observe instructions or directions given by Manufacturer; (d) unauthorized modifications or repairs attempted or carried out by Customer or some other person on Customer's behalf; (e) use of unapproved parts or accessories; or (f) faulty or defective electrical wiring, walls or structures where the device is used. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Customer shall not use the device in any way whatsoever after becoming aware of any defect or fault in the device until the device has been repaired or replaced by Manufacturer. In the event Customer uses the device after becoming aware of any fault or defect and prior to the device being repaired or replaced by Manufacturer, then Customer shall indemnify Manufacturer from any claim made against Manufacturer for damages arising out of such use.

Customer shall not take any steps to repair or modify the device or any part thereof without the prior express written consent of Manufacturer. Unapproved repairs or modifications of the device carried out by Customer or third parties void the warranty claim and Manufacturer shall have no obligation to repair or replace the device.

HOW TO RECEIVE SERVICE

Customer shall notify the Manufacturer of any defect in the material or workmanship of the device that renders the device unable to perform within seven (7) days of becoming aware of such defect and such notification shall be confirmed in writing. Such writing shall include, at minimum, the date of delivery of the device and full details of the alleged defects and faulty parts. Refer any and all claims or defects to:

S2 Equipment, LLC
26700 Haggerty Road
Farmington Hills, Michigan 48331
Attn: Warranty Returns Dept.
248-699-1850

Alternatively, Customer can complete the Warranty Form at www.HANSpowernet.com/warranty or call Customer Service at 248-699-1850. Customer Service will review the form and contact Customer with any additional questions. If service is authorized, a Return Material Authorization ("RMA") is issued to the Customer, and if needed, an appropriate shipping container along with shipping instructions. Customer will then package the device in the appropriate shipping container

as instructed in the shipping instructions. Upon receipt by the Manufacturer, the device is processed and inspected to determine if a repair or replacement device is needed.

LIMITATION OF LIABILITY

DISCLAIMER OF ALL OTHER WARRANTIES. MANUFACTURER DISCLAIMS ALL WARRANTIES IN CONNECTION WITH THE DEVICE, EXPRESS OR IMPLIED, REGARDING ANY MATTER WHATSOEVER, INCLUDING WITHOUT LIMITATION DESCRIPTION, QUALITY, DESIGN, PERFORMANCE, SPECIFICATIONS, CONDITION, MERCHANTABILITY, AND FITNESS FOR ANY PARTICULAR PURPOSE, EXCEPT AS EXPRESSLY SET FORTH IN THIS AGREEMENT. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

OTHER

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