



## **Limited One-Year New Product Warranty**

PetroSys Solutions Inc. d/b/a psitechnology (PSI) makes the following limited warranty, which is effective at the time of the original end user purchase.

PSI warrants its products against defects in materials for a period of one (1) year after the date of purchase. During the period, PSI will repair; replace a defective product or part without charge to the customer. The customer must send the defective product or part to PSI or an authorized service partner. The customer must pay for all transportation and insurance charges for send the unit to be repaired. PSI's liability is limited to the original cost.

## **Customer's Responsibility**

(The above warranty is subject to the following conditions,)

- Customer must notify PSI within 10 days of discovering the defective product or part and provide a description of the defect and complete information about the manner of discovery.
- All warranty servicing of this product must be performed by PSI or an authorized servicing agent.
- Warranty extends only to the defects in materials as limited above.
- Warranty does not extend to any product or part that has been lost or discarded by the customer; to damaged products or parts caused by misuse, accident, improper installation, improper maintenance, or use in violation of instructions furnished with the product; to units that have been altered or modified without authorization of PSI, to damage to products or parts thereof that have had the serial number removed, altered, defaced, or rendered illegible; or to any failure of the product to function caused by burglary, fire, flood, war, riot, civil commotion, acts of God, or any other condition beyond the control of PSI.

## **Obtaining Warranty Service**

To obtain warranty service, PSI will provide instructions upon purchase of product(s). In cases of not having immediate access please call our office, 713-355-2202 or 1-877-738-7679 and ask for your account representative or for service assistance. PSI will be glad to assist.

## **Extended Warranty Service Options**

The original warranty can be extended to a term from 2 to 5 years from date of purchase at time of purchase. All standard warranty conditions apply.

## **Returns**

Returns are accepted only in cases of shipment errors and if agreed to by all parties. As mentioned above, defects are handled within warranty guidelines. To initiate a return, please contact our office.