

**Subject: Returned Merchandise**



Dear Valued Customer,

AM Signal works hard to uphold our mission statement to our customers, **Superior Service and Quality Products in a Timely Manner**. When our quality products require service, we strive to maintain our superior service by keeping you informed of the status and if required, the cost of repairs. All the while we are working closely with our manufacturers to ensure your product is repaired and returned in a timely manner.

The purpose of the following is to inform our Customers about the terms and conditions of products returns.

**Exclusions:** Exclusions vary by manufacturer warranty but typically do not cover loss or theft, nor does coverage extend to damage caused by misuse, abuse, unauthorized modification or tampering, improper storage, improper installation, lightning strike, power surge, flood, or other natural disasters.

**Remedy:** Claims must be made promptly through AM Signals online RMA form (found on [www.amsignalinc.com](http://www.amsignalinc.com)) or by contacting us directly by phone 720.348.6925. Once approved, the purchaser will be issued a Return Material Authorization from AM Signal. Once the product is received, AM Signal will, at its option, repair onsite or return to the manufacturer for replacement or repair of any parts found to be defective. All transportation costs associated with the repair or replacement of covered product to a repair facility designated by AM Signal Inc. are the responsibility of the purchaser.

**Limitation of Liability:** AM Signal will not be held liable to the purchaser or any other party for any incidental or consequential damage or loss resulting from the failure of the covered product. The total liability of AM Signal shall not exceed the amount of the purchase price of the covered product. The sole responsibility of AM Signal shall be repair or similar replacement of the covered product as described above.

**Out of Warranty Returns:** If a Customer chooses to return a product sold by AM Signal that is out of warranty (either by date or specific problem), a fee not less than \$100.00 will be charged in addition to return shipping charges. The Customer will then be notified in writing with a quote for approval of any additional charges to repair or replace said unit. At its sole discretion, AM Signal may deem a returned product "Out of Warranty" if the purchaser does not confirm the product is malfunctioning prior to the return.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Lee Hansen', is written over a horizontal line.

**Lee Hansen, PE**  
**RMA Manager**  
**AM Signal, Inc.**