

## Warranty and Return Policy

### Limited Warranty

FLL USA provides a 30-Day Return Window (see Return of Non-Defective Products below) and the following limited warranty. This limited warranty extends only to the original purchaser.

Please note that any warranty services or questions must be accompanied by the invoice number or online order number from the transaction through which the warranted product was purchased. **The invoice number or online order number serves as your warranty number and must be retained.** FLL USA will offer no warranty service without this number.

FLL USA warrants its products and its parts against defects in materials or workmanship for **five years** from the original invoice date or online order date, unless otherwise stipulated. During this period, FLL USA will repair or replace defective parts with new or reconditioned parts at FLL USA's option, without charge to you.

Shipping fees to the customer incurred after warranty repair from returns for under-warranty service in the first 30-days will be paid by FLL USA. All shipping fees both to and from FLL USA following this 30-day period must be paid by the customer. All returns, both during and following the 30-day period, must be affected via the Procedures for Obtaining Warranty Service described below.

All original parts replaced by FLL USA become the property of FLL USA. Any after-market additions or modifications made by the customer will not be warranted. The customer is responsible for the payment, at current rates, for any service or repair outside the scope of this limited warranty.

FLL USA makes no other warranty, either expressed or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to this product.

FLL USA is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the product. Under no circumstances shall FLL USA be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the product sold by FLL USA.

The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.

## **Warranty Conditions**

The above Limited Warranty is subject to the following conditions:

1. This warranty extends only to products distributed and/or sold by FLL USA. It is effective only if the products are purchased and operated in the USA.
2. This warranty covers only normal use of the product. FLL USA shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood, lightning or improper electric current; or (iii) service or alteration by anyone other than an authorized FLL USA representative.
3. You must retain your invoice or online order number to receive warranty service.
4. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfillment of this warranty.

## **Return of Non-Defective Products**

A non-defective product may be returned to FLL USA within thirty (30) days of the invoice date or online order date for a refund of the original purchase price subject to the following fees:

1. FLL USA will not refund either the original shipping cost or the shipping and handling fees incurred from the products return. If the original purchase was made under a "Free Shipping" promotion then a standard \$40 fee will be deducted from any return in counter to that offer.
2. Any non-defective returns are subject to a 20% restocking fee, which percentage is taken from the final purchase price less any shipping or handling charges.
3. No COD packages will be accepted.

## **Procedures for Obtaining Warranty Service**

1. Pack the product in its original box or a well-protected box.
2. FLL USA will not be responsible for shipping damage/loss of any product outside the original 30-day period.
3. Ship the product with a copy of your invoice or your online order number, your name, address, phone number, and a description of the problem.
4. Upon receiving the product, FLL USA will repair or replace your product (at FLL USA's discretion) and will ship it back to you within 4 weeks (dependent on parts availability) via UPS.
5. FLL USA will pay for shipping to the customer only within the first 30 days following the original product invoice date or online order date. Following this 30-day period all shipping fees both for "Under Warranty" and "Post Warranty" repairs are the sole responsibility of the customer. The customer also assumes full liability for losses or damages resulting from

shipping as well as all responsibility to pursue remuneration for such issues with their selected carrier.

### **Post Warranty Repair**

For post warranty repair, the procedure is the same as outlined above; however, you are responsible for shipping charges both ways, current labor (\$75.00 per hour if not under warranty), plus the current price of part(s) used in the repair.

### **Technical Support:**

Phone 213-325-3335

### **Customer Service:**

Phone 213-325-3335

### **Warranty Exclusions**

FLL USA is not responsible for any loss of work ("down time") caused by a product requiring service. This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications. It will also be null and void if there are indications of misuse and/or abuse. FLL USA has the option of voiding the warranty if anyone other than a FLL USA technician attempts to service the product. FLL USA will not warrant any problems arising from an act of God (lighting, flooding, tornado, etc.), electrical spikes or surges, or any modifications of the product. Under no circumstances will FLL USA be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees. FLL USA will not be held responsible for any errors on our website. FLL USA makes every effort to make sure all information on our website is correct.