



Warranty Policy

Stoic Technologies LLC warrants to the original purchaser that Stoic Technologies' products are free from defects in material and workmanship for a period of two (2) years from the date of original purchase, unless a different period is otherwise expressly stated. Stoic Technologies' obligation under this warranty is expressly limited to supplying replacement parts, repairing, or replacing, at its sole option, any product which Stoic Technologies, in its sole judgment and discretion, determines contained a defect in materials or workmanship at the time of shipment from Stoic Technologies.

This warranty does not include on-site service or removal and re-installation costs. This warranty is valid only on Stoic Technologies products, is exclusive, and is expressly in lieu of any other express or implied warranties.

THIS WARRANTY DOES NOT COVER: malfunction, defect, failure, or damage (i) caused by or resulting from impact, mishandling, tampering, or use contrary to the applicable instruction manual; (ii) arising from ordinary wear and tear, wind, fires, storm, earthquake, incorrect power line voltage, inadequate or improper lighting, adverse weather conditions or other acts of God or nature, your or operators abuse or neglect, misuse, accident or mishap; (iii) arising from shipping; (iv) arising from work, repairs or alterations performed by others than Stoic Technologies; (v) routine cleaning, normal cosmetic and mechanical wear and tear; and/or (vi) parts or accessories manufactured by persons other than Stoic Technologies and warranted by such persons.

To return a product for repair, a Return Authorization (RA) number is required. In addition to your contact information, you will need the following information in order to complete the form:

- Model number of the product
- Serial number of the product
- Date of purchase (a copy of the original purchase receipt must be included with the returned product)
- Detailed description of the defect or malfunction (this helps ensure our technicians can replicate the symptom)

Returned products must be properly packaged, insured, and shipped freight prepaid. Be sure to include the RA form and a copy of the purchase receipt with the product. All returns must have the RA number clearly marked on the shipping label. Products returned without an RA number or shipping freight collect will be refused.

Return shipment costs are covered on equipment deemed to be defective on arrival. After 30 days customer is responsible for return shipping. Stoic Technology will be responsible for shipping replacement and repaired equipment back to customer.