

# 911 Rapid Response Warranties & Liability Waiver Form

## GENERAL WARRANTY INFORMATION

911 Rapid Response provides a 30-Day Return Window (see Return Policy) and the following limited warranty. This limited warranty extends only to the original purchaser.

Please note that the invoice number must accompany any warranty services or questions from the transaction through which the warranted product was purchased. **Your invoice number serves as your warranty number and must be retained.** 911 Rapid Response will offer no warranty service without this number.

### SECTION 1 - LIFETIME LABOR WARRANTY

911 Rapid Response warrants the quality of our installations and labor for **the duration for which you own the vehicle.** If, during any point you own the vehicle, an issue arises that is directly linked to the quality or workmanship of our Install Shop, all expenses will be covered for repairing any damaged items. This lifetime warranty does not cover physical products, unless the physical product was damaged because of an improper installation.

### SECTION 2 - LIMITED MANUFACTURER DEFECT WARRANTY

911 Rapid Response provides a **120 day** warranty that covers **up to two hours of labor** on your vehicle should an issue arise with a product, which begins after you take delivery of your vehicle. After the 120-day warranty, refer to specific manufacturers' warranties on their products. While the product may be under warranty after 120 days, you are responsible for any labor costs and the costs of materials to replace the damaged item under warranty.

*For example: A customer comes back 6 months after an install, and an XYZ Siren Speaker malfunctioned. The XYZ Siren Speaker is covered under Manufacturer's Warranty, and will be replaced free of charge. However, in order to replace the Siren Speaker, 911 Rapid Response must uninstall front bumper, etc. Manufacturer's Warranty does not cover the cost of labor to replace the malfunctioning item.*

### SECTION 3 - LIMITED WARRANTY ON 911 RAPID RESPONSE PRIVATELY LABELED ITEMS

911 Rapid Response offers a limited, **three year warranty** on all Led warning products privately labeled 911 Rapid Response. None led warning products include a **one year warranty**. During the warranty period, any issues caused by manufacturer defect will be exchanged for the same, or its similar replacement product. This limited warranty does not cover acts of vandalism, acts of God, magnetic failure or similar circumstances, which the 911 Rapid Response does not have control over. The three year warranty includes any new product released in March 2017, or any current continued stock products. All previous and discontinued models are one year warranty.

### SECTION 4 - WARRANTY CONDITIONS

911 Rapid Response makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description. 911 Rapid Response makes no warranty or representation, either express or implied, with respect to any other manufacturer's product or documentation, its quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description.

Except as provided below, 911 Rapid Response is not liable for any loss, cost, expense, inconvenience or damage that may result from use, installation, or any other service provided by 911 Rapid Response. Under no circumstances shall 911 Rapid Response be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of said products or services.

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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.

Any alterations to installed equipment will void all labor and manufacturer warranties. Any alterations to wiring not by an authorized 911 Rapid Response technician, employee, or otherwise directed associate will void any/all warranties. Console wiring marked with +/- tags are available for customer use and shall never exceed 15 amps of draw.

911 Rapid Response extends 6-months for end-customers to advise of work needing changed, replaced, missing that did not meet the specifications of outlined quote. After 6-month time frame, 911 Rapid Response is not responsible or liable for these issues. Movement, placement, rewiring, alterations, modifications, or any other after-installation tampering will void warranties unless explicit written consent is obtained by an authorized 911 Rapid Response Executive.

The above warranties are subject to the following conditions:

1. This warranty extends only to products distributed and/or sold by 911 Rapid Response. It is effective only if the products are purchased and operated in the USA. (Within the USA including US 48 States, Alaska and Hawaii.)
2. This warranty covers only normal use of products. 911 Rapid Response 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 911 Rapid Response representative; (iv) damages incurred through irresponsible use, including those resulting from illegal or legal activities.
3. You must retain your invoice or other proof of purchase 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.
5. This warranty does not cover any products sold by a third-party.
6. 911 Rapid Response makes no warranty either expressed or implied regarding third-party (non-911 Rapid Response) products, only limited labor warranty.

## **SECTION 5 - PROCEDURES FOR OBTAINING WARRANTY SERVICE**

### **RMA (Return Merchandise Authorization) Policy:**

If repairs are required, the customer must obtain a RMA number and provide proof of purchase. Information for obtaining an RMA number can be found on our website, [www.911rapidresponse.com](http://www.911rapidresponse.com) under "Media & Forms." RMA and services are rendered by 911 Rapid Response only. Any shipping costs after 30 days (starting from the original date of purchase) on any item returned for repair is the customer's' responsibility. All returned parts must have a RMA number written clearly on the outside of the package along with a letter detailing the problems and a copy of the original proof of purchase. No COD packages will be accepted. No package will be accepted without a RMA number written on the outside of the package. RMA numbers are only valid for 30 days from the date of issue.

## **SECTION 6 - POST WARRANTY REPAIR**

For post warranty repair, the procedure is the same as outlined above for RMA and shipping. However, you are responsible for shipping charges both ways, current labor (\$55 per hour if not under warranty), and the current price of part(s) used in repair.

## **SECTION 7 - WARRANTY EXCLUSIONS**

911 Rapid Response accepts no liability for problems caused by aftermarket modifications or additions. 911 Rapid Response is not responsible for giving any support concerning the installation or integration of any products or components the customer did not pay 911 Rapid Response to install. This warranty is null and

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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. 911 Rapid Response has the option of voiding the warranty if anyone other than a 911 Rapid Response technician attempts to service the product. 911 Rapid Response will not warrant any problems arising from an act of God (lighting, flooding, tornado, etc.), electrical spikes or surges, or problems arising out of hardware, software, or additional devices added to complement any system/component bought at 911 Rapid Response. Under no circumstances will 911 Rapid Response be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees. 911 Rapid Response will not be held responsible for typographical errors on sales receipts, repair tickets, or on our website. 911 Rapid Response makes every effort to make sure all information on our website is correct.

### **SECTION 8- VEHICLE LIGHTING, PRODUCTS AND THEIR PLACEMENT DISCLOSURE**

You agree that you are an authorized person/buyer to make legal and or approval decisions based on this document.. This vehicle is being built after consulting with you and or your department. This vehicle project started with a quote which includes products. These products and/or their mounting location may or may not be legal. Its for you to decide and advise us what product, your preferred mounting location and its light output color. We mention this not to alarm you, but to notify you and make you aware. The current laws are very dated in age and can be confusing and interpreted many ways.

911 Rapid Response or its employee's are not the law, nor do we represent legal advice. Not all products including but not limited to their size, shape, color and mounting locations may be legal or can be legal with your wants and needs. Its to the understanding of the buyer that 911 Rapid Response and its employees are not responsible for any action resulting to this matter.

In the end of the day our goal is to make our customers happy and have the ability to respond safe.

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See the previous 3 page document explaining warranties and waiver. I agree to these terms and conditions for the follow approved quote/order or invoice Numbers

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## Signature

\_\_\_\_\_ Date: \_\_\_\_\_

## Print

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Future Work Authorization waiver:

By signing here X \_\_\_\_\_ I'm willing to agree to these terms for all future installs. This document along with my signature is voided/canceled if any wording on this document changed. At this time I will be given the new document which I would need to re approve, until then I do not agree to these terms and conditions.