

# RAMSOND

## Limited Warranty

Ramsond Corporation (hereinafter "Ramsond") warrants each PTAC system to the original purchaser, when purchased as new, to be free from defect and/or workmanship for a period of 2 year (5 years for the compressor) from the date of original purchase. This Limited Warranty shall not be transferrable. During the term of this limited warranty, Ramsond agrees to replace any components/parts found to be defective as per the terms and conditions delineated herein. Under no circumstance shall Ramsond be responsible for any labor and/or other incidental costs associated with diagnosis, installation, repair, service, replacement of products, components and/or parts covered by this limited warranty or otherwise. The purchaser shall be responsible for the process and cost of returning the faulty product or part to Ramsond's designated service facilities for repair and/or replacement. Any component or parts found to be defective by Ramsond will be repaired or replaced at Ramsond's sole option and determination. Ramsond will then return the repaired or replaced part(s)/component(s) to the purchaser at purchaser's expense within the limited warranty period via standard ground shipment method. Please allow up to 20 days for any parts replacement. Any costs applicable relative to custom clearance, duties or importation fees shall be the sole responsibility of purchaser. Ramsond shall not be responsible for faulty installation, operation or maintenance of the product. Ramsond reserves the right to require a qualified HVAC professional to diagnosis a defect as a condition of honoring any claim under the terms of this Limited Warranty. A Return Merchandise Authorization (RMA) must be obtained by purchaser from Ramsond for obtaining part(s) replacement under the terms of this Limited Warranty. Please contact Ramsond by email [service@Ramsond.com](mailto:service@Ramsond.com), or by telephone at (248) 363-8302 to obtain a RMA (Return Merchandise Authorization) as well as instructions and address on processing the return of defective component/part to Ramsond's designated service facility. Ramsond, may at its sole discretion, require any and/or all of the following, as a condition for providing replacement parts and/or components: 1. Proof of purchase (showing date of purchase) 2. Detailed written description of the fault or problem as certified by a qualified HVAC professional 3. Visible serial number of the system 5. Return shipping label (prepaid) for dispatching the repaired/replaced component. There are no warranties, whether expressed or implied, except those specifically set forth herein. It is the responsibility of purchaser to determine whether the product is compliant with and permissible for use pursuant to the applicable rules, codes and/or regulations, if any, and suitable for particular and/or intended use and operation therein. Ramsond makes no representations or warranties whatsoever concerning the suitability of the merchandise for a particular use or purpose. Damage resulting from failure to use, install or maintain the product in a manner consistent with Ramsond's recommendations, mandates, instructions and/or guidelines shall render this limited warranty void. The terms of this Limited Warranty expressly exclude and Ramsond shall not, under any circumstance whatsoever, be liable to any person and/or entity for consequential and/or incidental damages. Any dispute and/or claims arising out of purchase, use, warranty and other matters relating to this merchandise shall be interpreted pursuant to the laws of the State of Michigan and all disputes are hereby made expressly subject to the exclusive jurisdiction of the courts of the State of Michigan.