

JTECH End User Limited Warranty

Effective Date: June 2025

JTECH Global Enterprises, Inc. ("JTECH") warrants that the JTECH products shipped herein will match the JTECH products specified on the packing list included with original shipment. Nonconforming goods will be replaced at no charge if notified within ten (10) days of receipt of purchase. An RMA number is required for all nonconforming return requests.

JTECH further warrants that the JTECH products shipped herein shall be free of defects in materials and workmanship for a period of one (1) year from the date of shipment, unless otherwise noted in writing on the order. Warranty period excludes adaptors, antenna's, batteries, pager clips, promo backs or lenses, battery doors, lanyards, power supplies and two-way radio headsets. During the warranty period, defective JTECH products will be repaired without charge for covered parts and labor. Replacement of nonconforming goods and repair of defective JTECH Products are the sole and exclusive remedies available under this warranty. Power supplies, batteries and radio headsets have a ninety (90) day limited warranty.

JTECH WARRANTS THAT REPAIRED OR REPLACEMENT EQUIPMENT WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP UNDER NORMAL USE FOR A PERIOD OF THIRTY (30) DAYS FOR REPAIRED EQUIPMENT ("WARRANTY PERIOD"). JTECH RECOMMENDS THE USE OF A SURGE PROTECTOR WITH ALL EQUIPMENT. This warranty does not apply to Products damaged by a power surge or improper electronic connection. REPLACEMENT MAY BE WITH REFURBISHED OR LIKE NEW EQUIPMENT.

This warranty shall be void if (a) the JTECH products have been tampered with, improperly installed, neglected, modified, abused, or misused; (b) anyone other than JTECH employees or authorized JTECH service representatives provide service on or to the JTECH products; (c) the serial numbers are not intact; or (d) the JTECH Products are installed by any entity other than JTECH authorized agencies (if applicable).

PURCHASER IS DIRECTED NOT TO RELY ON JTECH'S PRODUCTS TO FUNCTION AS AN INTEGRAL PART OF ITS LIFE CARE/LIFE SUPPORT PROCEDURES OR SYSTEMS. JTECH'S PRODUCTS ARE NOT DESIGNED FOR SUCH USE AND SHOULD NOT BE USED IN CONNECTION WITH THE ADMINISTRATION OF ANY TREATMENT, PROCEDURE, ACTION OR MEDICATION. BUYER AGREES TO FULLY PROTECT, DEFEND AND HOLD JTECH HARMLESS FROM CLAIMS OR DAMAGES RESULTING FROM THE USE OF JTECH'S PRODUCTS IN CONNECTION WITH LIFE CARE/LIFE SUPPORT PROCEDURES.

THIS WARRANTY COVERS JTECH PRODUCTS, AND IS NOT EXTENDED TO ASSOCIATED NON-JTECH PRODUCTS OR ACCESSORIES, OR ANY DAMAGE TO JTECH PRODUCTS CAUSED BY SUCH NON-JTECH PRODUCTS OR ACCESSORIES. IN NO EVENT WILL JTECH BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LOSS OF PROFITS ARISING FROM THE USE OF OR INABILITY TO USE ANY JTECH PRODUCTS, OR FROM ACCIDENTS OR ACTS OF GOD.



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EXCEPT AS SPECIFICALLY SET FORTH ABOVE, JTECH MAKES NO WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT OF THE INTELLECTUAL PROPERTY RIGHTS OF THIRD PARTIES, WITH RESPECT TO JTECH PRODUCTS.

This warranty is provided to the original purchaser of the JTECH products described on this packing list and is non-transferable. Products purchased through discount websites, mail order outlets or any unauthorized source are not covered by nor entitled to JTECH's limited warranty.

Return Policy:

Returns are not accepted unless authorized by JTECH within 30 days of invoice. A 15% restocking charge will be assessed on all returns. Returns must be freight prepaid with a JTECH Return Authorization Number (RMA) noted on the outside of the package. All freight collect packages will be refused and returned to sender. Packages without an RMA number will be subject to delays in processing.

Terms and Conditions of Sale

(1) All prices are for purchases within the United States. (2) Payment terms are Net 30 days on approved open accounts. On other U.S. accounts, C.O.D., certified check, credit card or cash in advance is required. On other international accounts, cash in advance using wire transfer, sight draft, or cashier's check is required. Payment terms for all Digital Signage products require 50% due upon order. (3) Orders will not be accepted from persons other than JTECH Global Enterprises authorized dealers or distributors for any products requiring installation if purchaser declines the use of JTECH's installation support. (4) Orders under \$50.00 are not exchangeable or refundable. (5) Prices do not include freight, taxes, brokerage charges, licensing or local government duties, local county & state permit fees. (6) Prices are subject to change without notice.

Shipping and Delivery:

U.S. shipments are F.O.B. Origin JTECH Global Enterprises, Duluth, Georgia, via UPS. Canadian shipments are F.O.B. Origin JTECH Global Enterprises, Duluth, Georgia via standard UPS Express. International shipments are F.O.B. Origin JTECH Global Enterprises, Duluth, Georgia, via UPS Global Express or Geyonggi-Do Korea via best method at JTECH's discretion. The above conditions apply unless instructed otherwise. Note: F.O.B. Origin means the buyer assumes ownership and risk as soon as the goods leave the seller's warehouse. Please request JTECH to purchase freight insurance if you would like to protect your shipment while in transit.

CONFIDENTIALITY NOTICE: This document may contain confidential and/or proprietary information. You are hereby notified that any disclosure, copying, distribution or use of any of the information obtained in or attached to this document is STRICTLY PROHIBITED. Thank you.