



## **ROSCO ENERGI SPECIAL 12 MONTH WARRANTY**

We warrant that all ROSCO video camera and electronic vision products are free from defects in workmanship and materials for a period of 12 months from the date of receipt of the product. During the warranty period, we agree to provide replacement for any ROSCO product and/or any one or more component parts of a ROSCO product, which malfunctions under normal use and service.

Upon discovering a defect, the ENERGI fleet customer must contact ROSCO for a return authorization (RA#). If the customer can wait, ROSCO will send an electronic call tag/label, or label by mail, for return of the product via UPS ground service to ROSCO, at ROSCO's expense, using the RA# assigned. If the customer can't wait, and chooses to send the product to ROSCO immediately, they are responsible for the freight to ROSCO. All returns are to be directed using the RA# assigned, to ROSCO INC., 144-31 91st Ave., Jamaica, NY, 11435. ROSCO will be responsible for freight of the replacement or repaired product back to the customer. The customer is responsible for the removal and re-installation charges for the defective and replacement products. Replacement (or repaired) products and/or component parts are warranted only for the unexpired term of the original warranty. "Hot Warranty" will be administered if defective product cannot be addressed by ROSCO tech support via phone/computer support, and if it is the preference of the fleet for ROSCO to send replacement product before a return of defective product is made to ROSCO. Once the replacement product is received, it is the responsibility of the fleet to return the defective product with 14 days to ROSCO. If this return under "Hot Warranty" is not made, then ROSCO will invoice ENERGI for non-returned product.

This warranty does not cover defects caused by neglect, misuse, incorrect application, incorrect installation, incorrect SD card brand, type and care, water damage, vehicle wash facilities, alteration or repair in any manner outside ROSCO's factory, or damage caused by the return shipment due to inadequate packaging or mishandling. If the alleged defect is due to any of these causes, the customer will be advised of the findings and asked what action to be taken. If ROSCO is requested to repair the product that is not warrantable, a repair charge estimate will be prepared for the customer and their credit card information will be required to proceed with the repair of the product and/or component part. Freight charges for such returns will be the responsibility of customer.

This warranty may not be expanded by oral representation, written sales information, and drawings or otherwise. Repair or replacement is the exclusive remedy for defective products under this warranty. This warranty is expressly in lieu of all other warranties, including any implied warranty of merchantability or any implied warranty of fitness for a particular purpose on any ROSCO product. ROSCO shall not be liable for any consequential or incidental damages for breach of any express or implied warranty on any ROSCO product.