

IntelliSCREEN Limited Warranty

What this Warranty Covers

Team Ray Technologies, LLC (“Team Ray”) provides a IntelliSCREEN unit hereunder comprising of hardware components and software. Team Ray warrants that the hardware components and software associated with the IntelliSCREEN unit are free from defects in design, workmanship, and materials under normal use for a period of one (1) year from the original invoice date (“Initial Warranty Period”).

Upon expiration of the Initial Warranty Period, Team Ray may provide an extended limited warranty at a percentage of the cost of the IntelliSCREEN unit, any auxiliary equipment for the IntelliSCREEN unit, and/or the software associated with the IntelliSCREEN unit.

During the Initial Warranty Period, Team Ray agrees to repair/replace any defective hardware components of the IntelliSCREEN unit and to repair any operational/configuration issues with the software of the IntelliSCREEN unit. Team Ray agrees to replace any confirmed defective hardware components at your premises. Team Ray agrees to repair any confirmed operational/configuration issues with the software associated with the IntelliSCREEN unit either remotely or at your premises. Team Ray may require you to provide proof of purchase (for example, a copy of your sale receipt or purchase invoice) to validate warranty entitlement.

Warranty Limitations

This warranty does not include:

- a. Failure or damage resulting from misuse (including, but not limited to, use of any IntelliSCREEN unit, other than that authorized by Team Ray in writing), abuse, fire, liquid contact, negligence, accident, modification, unsuitable physical or operating environment, operation in other than the specified operating environment or improper maintenance by you or a third-party;
- b. Failure due to events beyond Team Ray’s control;
- c. Any non-Team Ray products, including those provided with, or installed on, a IntelliSCREEN unit at your request;
- d. Any condition resulting from incorrect or inadequate maintenance or care;
- e. Normal wear and tear; and
- f. Any IntelliSCREEN unit that has been modified to alter functionality or capability without the written permission of Team Ray.

This warranty is voided by removal or alteration of identification labels on the IntelliSCREEN unit or its components. Team Ray does not warrant uninterrupted or error-free operation of the IntelliSCREEN unit.

Claim Procedures

Any claims for defective hardware components or operational/configuration issues in the IntelliSCREEN unit must be made within thirty (30) days from the invoice date. Any defective hardware components or operational/configuration issues with the software associated with the IntelliSCREEN unit shall be reported to Team Ray at info@teamraytech.com.

TEAM RAY MAKES NO EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL AND THE COMPANY EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. FOR ALL TRANSACTIONS OCCURRING IN THE UNITED STATES, ANY IMPLIED WARRANTY OF CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. SOME STATES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OF LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.