

**TERMS & CONDITIONS**

Chatsworth Products, Inc. (CPI) maintains a policy of continuous product improvement; therefore, we reserve the right to make changes without notice.

Products listed are F.O.B. Destination, prepaid and add to locations within the 48 contiguous states and do not include export packaging, insurance, taxes, tariffs or duties. For complete freight program details and information regarding export shipments contact our Customer Service Department at 800-834-4969 in US and Canada or 818-739-3400 outside US and Canada.

All orders received are subject to acceptance by Chatsworth Products, Inc. All orders are subject to a minimum charge of \$200 USD net per shipment. Chatsworth Products, Inc. must receive written confirmation for all orders prior to shipment. Payment Terms are Net 30 days or otherwise confirmed on orders.

**WARRANTY****Standard Factory Warranty – CPI Branded Hardware Products**

Chatsworth Products, Inc. (CPI) warrants all CPI branded hardware products to be free from material defects in material and/or workmanship for a period of 3 years from the date of purchase. The customer needs to contact CPI support to report a defective unit. CPI support reserves the final right on determining whether or not the product or any of its field replaceable components is defective. In the event a unit or a field replaceable component is determined to be defective, CPI will provide a remanufactured or new advance replacement unit or component and a Return Material Authorization (RMA) number.

The customer will be responsible for shipping back the defective unit or component to CPI under the provided RMA number within 30 days of the receipt of the advance replacement unit. Failure to do so, will provide CPI the right to invoice the customer for the price of the advanced replacement unit or component. Exceptions to this will need to be authorized by CPI in writing. Freight charges for the shipment of the defective unit or component will be borne by the customer, unless the defect shows up within the first 30 days of the receipt of the original unit.

Any product or component that has been replaced will be similarly warranted on its repair or replacement for the remaining product warranty period or 90 days from the date of replacement, whichever expires last.

This warranty does not extend to CPI branded hardware products that have been subjected to neglect, accident or improper use, nor to units that have been altered by non-CPI personnel. No express or implied warranties other than those set forth in this section are given or implied with respect to CPI-branded products, including but not limited to a warranty for fitness for particular purpose.

Under no circumstances shall CPI be liable for consequential damages, loss, damage or expense directly or indirectly arising from the use of the product, for any inability to the product or from any other cause.

All non-CPI branded hardware products that are resold through CPI shall carry and be subject to the original (third party) manufacturer's warranty only.

**Standard Limited Warranty – Oberon-Branded Hardware Products**

Oberon, a division of Chatsworth Products, Inc. (CPI) warrants all Oberon-branded hardware products to be free from defects in material and/or workmanship (Oberon's Standard Limited Warranty) for a period of three (3) years following the date of purchase (the Original Warranty Period). The customer must contact Oberon in writing or by oral communication confirmed in writing within the Original Warranty Period to report a product that the customer claims is defective. Oberon reserves the sole and absolute right to determine whether or not the product or any part thereof is defective. In the event a product (or any part thereof) is determined by Oberon to be defective (an Accepted Claim), Oberon will provide a re-manufactured or replacement product or part (the Replacement Product) at no cost to the customer and issue a Return Material Authorization (RMA) number. In the case of an Accepted Claim, the customer shall be responsible for shipping back the defective product to Oberon under the provided RMA number within 30 days following receipt of the Replacement Product. If the customer fails to do so, Oberon has the right to invoice the customer for the price of the Replacement Product. Any exceptions to this return policy must be authorized by Oberon in writing in advance. Freight charges for the return shipment of the defective product for an Accepted Claim shall be borne by the customer, unless the defect is reported by the customer to Oberon in writing within the first 30 days following the customer's receipt of the original product. Any Replacement Product that has been provided under an Accepted Claim will be subject to CPI's Standard Limited Warranty for the remaining Warranty Period applicable to the original product or 90 days following the date of replacement, whichever occurs later. Oberon's Standard Limited Warranty and Extended Limited Warranty do not extend to Oberon-branded hardware products that have been subjected to abuse, misuse, neglect, accident, improper use, or improper installation, operation, repair and maintenance (except to the extent provided by Oberon authorized personnel), nor to products that have been altered or modified in any way by anyone other than Oberon authorized personnel, in which case Oberon's Standard Limited Warranty or Extended Limited Warranty shall be null and void. In no event will Oberon be liable for consequential damages, for loss, damage or expense directly or indirectly arising from the use of any of its branded products, for any inability to use materials or from any other cause. All non-Oberon branded products that are resold through Oberon carry the original manufacturer's warranty, if any. All such warranty claims must be submitted directly to the original manufacturer in accordance with the terms of such warranty, if any.

**Standard Factory Warranty – Non-CPI-Branded Hardware Products**

All non-CPI branded hardware products that are resold through CPI shall carry the original manufacturer's warranty.

**Standard Factory Warranty – CPI-Branded UPS Models**

Select CPI-branded UPS models featuring lithium ion batteries and UPS electronics carry a standard 6-year warranty, while customers are also invited to extend the standard 3-year warranty to 5 years by adding an additional 2 years of coverage.

**Extended Warranty – CPI Branded Hardware Products**

Chatsworth Products, Inc. (CPI) allows customers to purchase an extended warranty on the products for 2 years beyond the standard warranty period. Extended warranty can be purchased concurrently or non-concurrently with the initial purchase of the product until the expiration of the standard warranty on that product. All terms and conditions of the standard factory warranty will also be applicable through the extended warranty period.

**Extended Warranty – CPI-Branded Electronic Products**

(Environmental Monitoring & Security; Power Distribution Units (eConnect))\*

CPI extended limited warranties on CPI-branded electronic and non-Electronic hardware products are available for two additional years beyond the expiration of the 3-year original warranty period (3 years). CPI's Extended Limited Warranty can be purchased concurrently with the initial purchase of the product or at any time thereafter until the expiration of the original warranty period for that product.

*\*CPI-Branded UPS Models NOT included*