



GFX SOLUTIONS™

WARRANTY/SERVICE/MISSING EQUIPMENT FORM

For Warranty claims concerning Products, Accessories, Installation Services, or Returns
CALL or E-MAIL PRIOR to beginning work on vehicle.

 **1-800-739-6837**

 **customer.service@gfxsolutions.com**

1. THE WARRANTY

GFX Solutions ("GFX Solutions, LLC") warrants to the purchaser ("Customer") that all products sold to Customer manufactured by GFX Solutions, LLC ("Products") and all accessories to such Products manufactured by GFX Solutions, LLC ("Accessories") will be free from defects in material and workmanship under normal use and service. A complete list of warranted GFX Solutions, LLC Products and Accessories are located on the vehicle trunk lid or hood. This Warranty does not cover;

- i. Products or Accessories damaged from intentional acts, fire, acts of God (hurricanes, etc.) loss, theft and vehicle collision;
- ii. Cosmetic wear and tear not affecting functionality, normal wear and tear, and modifications by anyone other than an authorized GFX Solutions, LLC representative;
- iii. The Product, Accessory or Component removal & reinstallation during FCA warranty repairs;
- iv. Any product, accessory, or component that has in any way been modified or changed by a third party;
- v. Any product, accessory, or component not manufactured by GFX (which are warranted separately by the manufacturer thereof);
- vi. Damage due to abuse, accident, mishandling, misuse, modification, or misapplication; and
- vii. Damage due to abuse, accident, mishandling, misuse, modification, or misapplication, cancels all of GFX Solutions, LLC's obligations under the Warranty.
Repair of any Product or Accessory by an unapproved party other than a qualified GFX Solutions, LLC representative will invalidate the Warranty.

This warranty does not guarantee forward compatibility for any GFX Solutions, LLC product sold. The above is subject to the terms and conditions set out below (this Warranty is hereinafter described as the "Warranty"). For all other products and components supplied and/or distributed by GFX Solutions, LLC that are not manufactured by GFX ("Components"), GFX Solutions, LLC will pass through all applicable warranties directly to Customer whenever the manufacturer of such Components permits. GFX Solutions, LLC provides no direct Warranty with respect to Components.

2. LENGTH OF WARRANTY

GFX Solutions, LLC will be obligated to honor the Warranty only if Customer informs GFX Solutions, LLC of the pending Warranty Claim during the ("Term") of the Warranty. Warranty start date is the same as the vehicle delivery date. The Warranty is valid for the Term and is dependent on the product category as defined below:

- i. Products & Accessories - 3-year or 36,000 miles / 60,000 KM's, whichever comes first
- ii. Installation Services - 3-year or 36,000 miles / 60,000 KM's, whichever comes first
- iii. Components - Manufacturer's Warranty

3. WARRANTY CLAIMS

Filing a warranty claim requires the customer (1) complete the Warranty Form and (2) submit the Warranty form to customer.service@gfxsolutions.com prior to beginning work on the vehicle. Failure to do so will cause GFX Solutions, LLC warranty to be void. The Warranty Form can be found at www.gfxfleet.com/warranty.

Upon submitting the form to customer service, GFX Solutions, LLC will assign a representative to diagnose and validate the potential claim. Based on the information provided, GFX Solutions, LLC will determine whether the concern is warrantable.

GFX Solutions, LLC's sole liability for any breach of the Warranty will be to:

- i. Replace or repair any defective and/or non-functioning portion of GFX Solutions, LLC Products or Accessories.
- ii. For installation services, GFX Solutions, LLC may pay the repair services costs at the agreed upon hourly rate at the agreed upon service center.
- iii. Prior to receiving a replacement or refund of any GFX Solutions, LLC products or accessories, the customer must return to GFX Solutions, LLC the defective products or accessories with pre-approved return materials authorization (RMA) form. GFX Solutions, LLC reserves the right to refund the fees paid for products and accessories if the remedies above are impractical, or do not apply.

4. WARRANTY DISCLAIMERS

Except for the warranties expressly set forth herein, which are limited warranties and the only warranties made by GFX Solutions, LLC, the products, accessories and components are provided strictly "as is". GFX Solutions, LLC makes no additional warranties, expressed, implied, arising from course of dealing or usage of trade, statutory, as the products, accessories and components provided hereunder. In particular, any and all implied warranties of merchantability, title, satisfactory quality and fitness for a particular purpose are hereby disclaimed. This GFX Solutions, LLC warranty is non-transferrable and applies to the registered purchaser only. Other than installation service, GFX Solutions, LLC does not warrant customer supplied Products or Accessories. GFX Solutions, LLC's warranty program is subject to change without advanced notice.

5. SHIPPING REQUIREMENTS

Upon notifying GFX Solutions, LLC of a Warranty related claim, GFX Solutions, LLC will, if appropriate, provide a return material authorization number (RMA), for the return of the Product and/or Accessories. A completed RMA must be returned to GFX Solutions, LLC along with the defective Product or Accessory with transportation and insurance costs prepaid. GFX Solutions, LLC is not responsible for loss or damage that may occur in transit. GFX Solutions, LLC will ship the repaired or replaced Products and/or Accessories to the source by ground shipment unless the customer provides additional payment to offset the express shipment charges. All Products and Accessories must be shipped in their original shipping containers or other solid and durable shipping container. Failure to return the defective Product or Accessory to GFX Solutions, LLC or to otherwise follow these procedures will invalidate the Warranty.

6. ADDITIONAL TERMS

- i. The agents, dealer and employees of GFX Solutions, LLC are not authorized to make modifications to this Warranty, or additional warranties binding on GFX Solutions, LLC about or for Products, Accessories or Components. Additional statements, whether oral or written, except signed written statements from an officer of GFX Solutions, LLC, do not constitute warranties and should not be relied upon.
- ii. Regardless of any other agreement between the Customer and GFX Solutions, LLC, this Limited Warranty will be governed and controlled in all respects by the laws of the State of Michigan, USA and the province of Ontario, CA including interpretation, enforceability, validity and constructions, without regard to any conflict of law provisions.
- iii. This GFX Solutions, LLC Limited Warranty constitutes the entire understanding between the parties with respect to the subject matter discussed herein and supersedes any prior discussions, negotiations, agreements and understandings.
- iv. No assignment of the Warranty or of any right or obligation under the Warranty will be made by Customer without the prior consent of GFX Solutions, LLC. Any assignment of the Warranty without such permission will invalidate the Warranty. Failure to provide the proof of purchase to GFX Solutions, LLC upon request will invalidate the Warranty.
- v. Repair of any Product or Accessory by an unapproved party other than a qualified GFX Solutions, LLC representative will invalidate the Warranty.



7. COMPANY INFORMATION AND RETURN/REPAIR INFORMATION:

Inquiries for all returns for warranty and customer concerns, regarding this warranty or otherwise, should be made per instructions below.

Products, Accessories or Installation Services

GFX Solutions, LLC Customer Service Contact:

1-800-739-6837 (Monday through Friday 9:00 am to 5:00 pm Eastern)

customer.service@gfxsolutions.com

Warranty Claims

GFX Solutions, LLC Warranty Claims Contact:

customer.service@gfxsolutions.com

TO THE EXTENT PERMITTED BY LAW, GFX SPECIFICALLY EXCLUDES ANY OBLIGATION FOR CONSEQUENTIAL DAMAGES OR INCIDENTAL EXPENSES FOR THE BREACH OF THIS WARRANTY.



UNAUTHORIZED SERVICE OR REPAIRS ARE NOT COVERED UNDER WARRANTY

YOU MUST CONTACT GFX SOLUTIONS PRIOR TO PERFORMING ANY SERVICE OR DIAGNOSTIC TESTS ON THE LAW ENFORCEMENT EQUIPMENT INSTALLED ON THIS VEHICLE.

UNAUTHORIZED REPAIRS OR DIAGNOSTIC TIME WILL NOT BE COMPENSATED IF NOT PRE-APPROVED.

FOR WARRANTY COVERAGE OF ANY NON LAW ENFORCEMENT EQUIPMENT, CONTACT YOUR LOCAL CHRYSLER, DODGE, JEEP OR RAM DEALERSHIP.



GFX SOLUTIONS CUSTOMER SERVICE: 800-739-6837
customer.service@GFXSolutions.com