

1. LIMITED WARRANTY

PRAN warrants that the products are free from defects in material and/or manufacturing for a period specified in Table 1, starting at the date of shipping from PRAN or any other authorized partner of PRAN.

Within this period, repairs that are covered under the terms and conditions of PRAN’s Warranty policy who, at its discretion will repair or replace any components that fail in normal use at its expense.

In case that the module is not repairable, PRAN may, at its discretion, choose to replace the product. In no case, the purchase price will be refunded to the buyer. Units received that are still under the original warranty, can only be warranted by PRAN till the initial warranty expires.

Table 1

Product	Time
Color Display	2 years on parts and labor
Harness	1 year on parts and labor
Joystick	1 year on parts and labor on mechanical components for items shipped after September 1 st , 2014 3 years on parts and labor on electronic components for items shipped after September 1 st , 2014
All other products	2 years on parts and labor for items shipped prior to September 1 st , 2014 3 years on parts and labor for items shipped after September 1 st , 2014

2. NON-WARRANTY REPAIR

Costs for non-warranty repairs can vary depending upon the situation. PRAN will provide the buyer with as many repair options as possible based upon the amount of work and material required. After PRAN has received and assessed the product, PRAN will be able to contact its client to inform regarding the repair costs. All units received will automatically be repaired if the repair cost is inferior to 20% of its sales price.

A claim for repair on units older than 5 years will depend on the availability of the parts and its components when requested and will not be warranted. Replacement products may be new or refurbished. Repairs have a ninety (90) day warranty. Please note that a handling fee will be charged if PRAN receives non-defective units.

3. EXCLUSIONS

This warranty does not apply to: cosmetic damage, such as scratches, nicks, stains and/or dents; unless product damage has occurred due to a defect in materials or workmanship; damage caused by accident, abuse, misuse, water (in excess of specifications), flood, fire, or other acts of nature or external causes; damage caused by service performed by anyone who is not an authorized service provider of PRAN; or damage to a product that has been modified or altered without the prior written permission of PRAN.

4. LIMITATION OF LIABILITY

In no event shall PRAN be liable to buyer for any special, indirect or consequential damages arising out of, or as the result of, the delivery, non-conforming use or loss of the products or any part thereof, or for any charges or expenses of any nature incurred without PRAN’S written consent. PRAN's liability is limited to this warranty. The amount of the guarantee is limited to the price of the concerned item and cannot extend beyond.

5. FORCE MAJEURE

PRAN shall not be responsible for delay in delivery or damage when caused by an act of God, war, major disaster, terrorism, third-party criminal acts, insurrection, riot, flood, earthquake, fire, strike, lockout or other labor disturbance, delay by carriers, shortage of fuel, power, materials or supplies, operation of statutes, laws, rules or rulings of any court or government, demand for goods exceeding PRAN's available supply or any other cause beyond PRAN's control. In the event of any delay in delivery, failure to fill orders or other default or damage caused by any of the foregoing, PRAN may, at its option and without liability, prorate its deliveries, cancel all or any portion of the contract to the extent how PRAN is affected by the event of force majeure.

6. RETURN

No products may be returned to PRAN without PRAN'S prior, written authorization and products may be returned only as the terms and conditions specify. Returned products must be securely packaged to reach PRAN without transport damages. Returned Material Authorization ("RMA") numbers are required prior to shipment to PRAN.

Returns for repair are only allowed and apply only to direct customers of PRAN. PRAN will in no case accept any package from a third person or any other customer than its direct customers with whom PRAN does business. In such a case the module will be immediately be returned at the sender's expense.

All modules shipped to PRAN must be sent freight prepaid; shipping costs at the client's charge, unless otherwise stated in the purchase contract and must also be free from customs clearance fees if applicable. Please select a guaranteed delivery service that provides parcel tracking information and proof of delivery.

PRAN is not responsible for items that are lost or damaged during the shipping and cannot replace parcels lost during the return shipment. The buyer shall clearly mark all returns with the RMA number in large print on the outside of the box and on the address label and will include the required customs paperwork if applicable.

The following address needs to be clearly indicated:

PRAN Systems Inc.
100-399 rue Jacquard
Quebec City, Quebec, G1N 4J6
Canada.
RMA # _____

PRAN reserves the right to refuse items and to return them at the sender's expense if; items have been sent without a valid RMA number; or if items are not packed adequately; or if items have been dismantled; or when sent freight collect to PRAN.

PRAN commits to undertake the repair within 5 working days when receiving 2 modules or less. Beyond, PRAN will perform the repair according to the order of the arrival of the items. Each module sent to PRAN for repair must be accompanied by a complete description of the problem encountered by the client, as well as the results of the test done by the client to detect the problem of the concerned module.