

# LIMITED WARRANTY

## WHAT DOES THIS WARRANTY COVER?

This Limited Warranty covers all defects in workmanship or materials in your product sold by Raven Industries, Inc. or its affiliated companies ("Raven") under normal use, maintenance, and service when the product is used for its intended purpose.

## HOW LONG IS THE COVERAGE PERIOD?

Raven products are covered by this warranty for 12 months from the date of retail sale if the customer provides retail proof of purchase with the returned product as required below. If the customer does not provide retail proof of purchase, then Raven will use the Raven Issue Date for warranty status. Regardless of the date of retail sale, the Limited Warranty period will never exceed 36 months from the date Raven released the product for sale (the "Raven Issue Date"). The Raven Issue Date is available on the product serial tag. This Limited Warranty coverage applies only to the original owner and is non-transferable.

## HOW CAN I GET SERVICE?

Bring the defective part and proof of purchase to your Raven dealer. If the dealer approves the warranty claim, the dealer will process the claim and send it to Raven for final approval. The freight cost to Raven will be the customer's responsibility. The Return Materials Authorization ("RMA") number must appear on the box and all documentation (including completed RMA form, Certificate of Decontamination, and retail proof of purchase) must be included inside the box containing the product. The product must be packaged so no harm occurs to the product during shipping.

## WHAT WILL RAVEN DO?

Upon confirmation of the Limited Warranty claim, Raven will (in its discretion) repair or replace the product or any component of the product found to be defective during the warranty period. Replacement will be made with a new or remanufactured product or component. Standard return freight will be paid, regardless of inbound shipping method. Expedited freight is available at the customer's expense.

## WHAT IS NOT COVERED BY THIS WARRANTY?

Raven will not assume any expense or liability for repairs outside our facility without written consent. Raven is not responsible for damage to any associated equipment or products and will not be liable for loss of profit, labor, or other damages. The obligation of this Limited Warranty is in lieu of all other warranties, expressed or implied, and no person or organization is authorized to assume any liability for Raven.

- Failures caused by improper installation or operation.
- Delivery and/or installation of any product upgrades that are released during the warranty period. This includes firmware and software version updates.
- Beta products or firmware.
- Any item in which the failure could not be confirmed or duplicated by the Raven Repair Center.
- Damages caused by normal wear and tear, misuse, abuse, neglect, accident, or improper maintenance.
- Corrosion within any cable or component's electrical connector.
- Worn/chafed hoses and cables.
- Tamper-evidence label broken or evidence of customer disassembly.
- Any customer modification to the original product outside normal calibration and adjustments.
- Modification to cables.

- Items in contact with fluids or chemicals, returned without property cleaning, decontamination, and documentation, including seals and O-rings.
- Items returned missing parts and returned in a “not as originally shipped” condition.
- Failures due to lack of cleaning or preventative maintenance, and any condition, malfunction, or damage not resulting from defects in material or workmanship.