

HAMER ELECTRIC, INC WARRANTY

Warranty Program Overview:

HAMER ELECTRIC, INC warrants and stands behind our quality! Therefore, HAMER ELECTRIC, INC is proud to offer a final Product free of defect in materials and workmanship under normal and proper use effective for up to one (1) year from date of completion and acceptance of the entire project. In the event of a defect as a direct result of HAMER ELECTRIC, INC's workmanship, HAMER ELECTRIC, INC agrees to correct, repair and/or replace, at our discretion, defective materials and/or equipment at HAMER ELECTRIC, INC's expense for material and labor without additional expense to the Owner. HAMER ELECTRIC, INC is not liable for indirect or consequential damages, including without limitation, associated with Owner's loss of use, lost sales, or profits. The remedies provided herein are the exclusive remedies under the Warranty Program. HAMER ELECTRIC, INC reserves the right to repair or replace equipment at the prorated fair market value of the equipment damaged.

See below for more details regarding HAMER ELECTRIC, INC Warranty Program where applicable in the Scope of Work:

Operating Systems:

HAMER ELECTRIC, INC warrants to the Owner that Product will be free from defect in material and workmanship for the time period up to one (1) year from final date of completion and acceptance. During the warranty period, HAMER ELECTRIC, INC shall restore any defective operating system in Scope to factory default or replace at no charge, provided the product has been used as originally intended. Warranty is limited to the repair or replacement, at HAMER ELECTRIC, INC's option, of Product that fails due to defect in material or workmanship. HAMER ELECTRIC, INC reserves the right to replace product under this Warranty Program with new or re-manufactured product. The repaired or replacement shall be warranted under the terms of this Warranty Program for the remainder of the original one (1) year or ninety (90) days, whichever is longer.

Additional Terms:

This warranty does not cover damage associated with sustained over-voltage, vandalism, theft, normal wear and tear, obsolescence, abuse, or catastrophic events. Remedies identified within this agreement are the exclusive remedies

under this warranty. Claims must be made within ten (10) business days of damage or loss and HAMER ELECTRIC, INC shall have up to forty-eight (48) hours to respond to claim. HAMER ELECTRIC, INC reserves the right and shall have reasonable access to the site within reasonable time of a warranty claim. HAMER ELECTRIC, INC will not reimburse Owner for repairs should Owner not allow HAMER ELECTRIC, INC forty-eight (48) hours for repairs or to make arrangement for repairs.

Warranty Claim Procedure:

In the event of Product workmanship or material defect, Owners may call HAMER ELECTRIC, INC's main office at 360-636-2227. Office hours are from 7am-5:00pm Monday-Thursday. Owners may also find us on the web at www.hamerelectric.com to submit a comment for our customer service team. Lastly, Owners may contact us or submit applicable documentation via mail to the below address:

HAMER ELECTRIC, INC.
Attn: Warranty Claim
126 Industrial Way
Longview, WA 98632