

## 16. WARRANTY & RETURN POLICY

### Limited Warranty

RADtec provides a 30-Day Return Window (see refund and return policy page) and the following limited warranty. This limited warranty extends only to the original purchaser.

Please note that any warranty services or questions must be accompanied by the order number from the transaction through which the warranted product was purchased and the ID number located on the unit. **The order number and ID # serve as your warranty numbers and must be retained.** RADtec will offer no warranty service without these numbers.

RADtec warrants this product and its parts against defects in materials or workmanship for **3 years' parts and labor** (residential use) and **2 years' part and labor** (commercial use) from the original ship date. During this period, RADtec will repair or replace defective parts with new or reconditioned parts at RADtec's option, without charge to you.

Shipping fees incurred from returns for under-warranty service in the first 30-days will be paid by RADtec. All shipping fees both to and from RADtec following this 30-day period must be paid by the customer. All returns, both during and following the 30-day period, must be affected via the Procedures for Obtaining Warranty Service described below.

All original parts (parts installed by RADtec at the original build) replaced by RADtec or its authorized service center, become the property of RADtec. Any after-market additions or modifications will not be warranted. The heater owner is responsible for the payment, at current rates, for any service or repair outside the scope of this limited warranty.

RADtec makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to this heater other than as set forth below. RADtec makes no warranty or representation, either express or implied, with respect to any other manufacturer's product or documentation, its quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description.

Except as provided below, RADtec is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the heater. Under no circumstances shall RADtec be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the heater.

The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.

### Warranty Conditions

The above Limited Warranty is subject to the following conditions:

1. This warranty extends only to products distributed and/or sold by RADtec. It is effective only if the products are purchased and operated in the USA. (Within the USA including US 48 States, Alaska, and Hawaii.)
2. This warranty covers only normal use of the heater. RADtec shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood, lightning or improper electric current; or (iii) service or alteration by anyone other than an authorized RADtec representative; (iv) damages incurred through irresponsible use,

including those resulting from mounting the heater above a body of water, mounting the heater vertically and or other non-recommended practices.

3. You must retain your bill of sale or other proof of purchase to receive warranty service.
4. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfillment of this warranty.
5. RADtec makes no warranty either expressed or implied regarding third-party (non-RADtec) parts.
6. You must have filled out and filed your Warranty Card with RADtec to activate this warranty.

### **Return of Non-Defective Products**

A non-defective product may be returned to RADtec within thirty (30) days of the invoice date for a refund of the original purchase price with the following amendments/fees:

1. RADtec will refund neither the original shipping cost nor the shipping and handling fees incurred from the products return. If the original purchase was made under a “Free Shipping” promotion, then a standard \$50 fee will be deducted from any return in counter to that offer.
2. No refund will be granted for the heater which has been used or tampered with in any way which jeopardized RADtec’s ability to remarket or resell the product. RADtec maintains full discretion in decisions regarding a product’s fitness for return.
3. No refund will be granted if the product has been installed OR more than 30 days has elapsed since the product was purchased.
4. Any non-defective returns are subject to a 15% restocking fee; which percentage is taken from the final purchase price less any shipping or handling charges.
5. Quantity purchases of five heaters or more are not eligible for return.

To return a defective product, please contact our Customer Service Department for a Return Merchandise Authorization (RMA) number and follow the Return of Products Instructions below. The RMA is valid for 10 days from the date of issuance. **Returns will not be accepted without an RMA.** Manufacturer restrictions do apply.

### **Procedures for Obtaining Warranty Service**

RMA (Returning Merchandise Authorization) Policy:

If repairs are required, the customer must obtain an RMA number and provide proof of purchase. RMA and services are rendered by RADtec only. Any shipping costs after 30 days (starting from the original date of purchase) on any item returned for repair is the customers’ responsibility. All returned parts must have an RMA number written clearly on the shipping label of the package along with a copy of the original proof of purchase. No COD packages will be accepted. No package will be accepted without an RMA number written on the shipping label. RMA numbers are only valid for 30 days from the date of issue.

Should you have any problems with your heater, please follow these procedures to obtain the service:

1. Please contact RADtec’s Customer Service at 214-372-3872 or email at [info@radtec.net](mailto:info@radtec.net).
2. If the heater must be repaired, an RMA number (Return Merchandise Authorization Number) will be issued for shipment to our repair department. Please follow the instructions given by RADtec’s technical support staff to ship your heater. RADtec will not accept any shipments without an RMA number.

3. Pack the heater in its original box or a well-protected box, as outlined in the Return Shipping Instructions. RADtec will not be responsible for shipping damage/loss of any product outside the original 30-day RADtec-paid service period. It is very important that you include the RMA number clearly on the shipping label of the package. Ship the heater with a copy of your bill of sale or other proof of purchase, your name, address, phone number, description of the problem(s), and the RMA number you have obtained to:

***RADtec Service Center***  
***RMA# \_\_\_\_\_***  
***10445 Vista Park Rd.***  
***Dallas, TX 75238***

4. Upon receiving the heater, RADtec will repair or replace your heater (at RADtec's discretion) and will ship it back to you within 2 weeks (dependent on parts availability) via UPS.
5. RADtec will pay for shipping to the customer only within the first thirty days following the original product ship date. Following this 30-day period, all shipping fees both for under warranty and post-warranty repairs are the sole responsibility of the customer. The customer also assumes full liability for losses or damages resulting from shipping as well as all responsibility to pursue remuneration for such issues with their selected carrier.

#### **After Three-Year Warranty – Post-Warranty Repair**

For post-warranty repair, the procedure is the same as outlined above for RMA and shipping. However, you are responsible for shipping charges both ways, current labor (\$75 per hour if not under warranty), and the current price of part(s) used in the repair.

#### **WARRANTY EXCLUSIONS:**

RADtec accepts no liability for problems caused by after-market parts and hardware modifications or additions. RADtec is not responsible for giving any technical support concerning the installation or integration of any component the customer did not pay RADtec to install. This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications. It will also be null and void if there are indications of misuse and/or abuse. RADtec has the option of voiding the warranty if anyone other than an RADtec technician attempts to service the product. RADtec will not warrant any problems arising from an act of God (lightning, flooding, tornado, etc.), electrical spikes or surges, or problems arising out of hardware, software, or additional devices added to complement any system/component bought at RADtec. Under no circumstances will RADtec be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees. RADtec will not be held responsible for typographical errors on sales receipts, repair tickets, or on our website. RADtec makes every effort to make sure all information on our website is correct.