

One Year 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. **The order number serves as your warranty number and must be retained.** BT RV INNOVATIONS will offer no warranty service without this number.

BT RV INNOVATIONS warrants this product and its parts (excluding sewer hose, red EZ coupler, and ABS fittings, which may be warranted by their perspective manufacturers) against defects in materials or workmanship for **one year labor and one year parts** from the original ship date. During this period, BT RV INNOVATIONS will replace the defective parts (excluding sewer hose and ABS fittings) with working parts selected by BT RV INNOVATIONS without charge to you.

Shipping fees incurred from returns for under-warranty service in the first 30-days will be paid by BT RV INNOVATIONS. All shipping fees both to and from BT RV INNOVATIONS 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.

BT RV INNOVATIONS makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, conformity to any representation or description, non-infringement, or any implied warranty arising from the course of performance, course of dealing or usage of trade, with respect to this product other than as set forth below. BT RV INNOVATIONS 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 used in our product.

Except as otherwise expressly provided herein, BT RV INNOVATIONS is not liable (whether in contract, warranty, tort (including, but not limited to, negligence) product liability or other theory) for any loss, cost, expense, inconvenience or any direct, indirect, incidental, special, punitive, or consequential damages damage that may result in any way from installing and using this product, even if BT RV INNOVATIONS was advised of the possibility of such damages. Under no circumstances shall BT RV INNOVATIONS be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of this product.

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.

Your agreement to purchase this product shall be deemed to have been entered into in Junction City, Geary County, Kansas, and shall be governed by and construed, interpreted and enforced in accordance with the substantive laws of the State of Kansas, irrespective of any choice of law provisions. All suits, proceedings and other actions relating to or arising out of this warranty or this product shall be submitted to the jurisdiction of the District Court of Geary County, Kansas, and venue for any such suits, proceedings and other actions shall lie exclusively in Geary County, Kansas. By purchasing this product, you consent to personal jurisdiction and venue in the District Court of Geary County, Kansas, and expressly waive the right to bring any action in, or to transfer or remove any action to, any other state or federal court.

Warranty Conditions

The above Limited Warranty is subject to the following conditions:

1. This warranty extends only to products manufactured and/or sold by BT RV INNOVATIONS.
2. This warranty covers only normal use of this product. BT RV INNOVATIONS shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper installation; (ii) service or alteration by anyone other than an authorized BT RV INNOVATIONS representative; (iv) damages incurred through irresponsible use, 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.

Procedures for Obtaining Warranty Service

Send a detailed explanation of the issue via email to btrvinnovations@gmail.com. You may be asked to send pictures to more adequately depict the deficiency. If you are asked to return the defective part, follow the RMA procedure below.

RMA (Returning Merchandise Authorization) Policy:

If repairs are required, the customer must obtain a RMA number and may be asked to provide proof of purchase. RMA and services are rendered by BT RV INNOVATIONS 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 a RMA number written clearly on the outside of the package along with a letter detailing the problems and a copy of the original proof of purchase. No COD packages will be accepted. No package will be accepted without a RMA number written on the outside of the package. RMA numbers are only valid for 30 days from the date of issue. Send defective parts to:

BT RV INNOVATIONS
2401 Lacy Drive,
Junction City, KS 66441

1. Upon receiving the parts, BT RV INNOVATIONS will repair or replace them (at BT RV INNOVATIONS' discretion) and will ship it back to you within a commercially reasonable time period (dependent on parts availability) via UPS.
2. Cross-exchange (Parts only): You will need to provide a valid credit card number as a deposit guarantee when the RMA number is issued. Once approval has been obtained on your credit card, the part(s) will be shipped UPS. You will need to ship defective part(s) back to BT RV INNOVATIONS within 15 days to avoid charges to your credit card. If such charges are incurred, the shipped part(s) will be billed at the then current price.
3. BT RV INNOVATIONS will pay for shipping to and from 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 One-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 repair.

WARRANTY EXCLUSIONS

Items not covered under BT RV INNOVATIONS' limited warranty include: flexible sewer hose, red EZ coupler & elbow, sewer hose couplers, and gear clamps.

NON-WARRANTY RETURNS

Any items, both complete systems and/or parts, that you wish to return for reasons other than warranty must be approved by BT RV INNOVATIONS and are subject to a 25% restocking fee. In addition, the original shipping costs will be deducted from customer reimbursement. Any items returned to BT RV INNOVATIONS shall be returned freight prepaid, at the purchaser's expense.

BT RV INNOVATIONS is not responsible for any loss of work ("down time") caused by a product requiring service. 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. BT RV INNOVATIONS has the option of voiding the warranty if anyone other than an authorized BT RV INNOVATIONS technician attempts to service or repair the product. BT RV INNOVATIONS will not warrant any problems arising from an act of God (lighting, flooding, tornado, etc. Under no circumstances will BT RV INNOVATIONS be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees. BT RV INNOVATIONS will not be held responsible for typographical errors on sales receipts, repair tickets, or on our website. BT RV INNOVATIONS makes every effort to make sure all information on our website is correct.