

Two (2) Year Limited Warranty

Products manufactured by Nice Group USA, Inc. ("Nice USA") include a two (2) year limited warranty which warrants that its products shall be free from defects in materials and workmanship for a period of two (2) years from the date of manufacture. This warranty is in lieu of all other warranties, whether expressed or implied, and shall be considered void if an applicable product is damaged due to, but not limited to; mishandling, improper installation, improper operation, misuse, terrorism or acts of God. Proper operation is always dependent upon distributor, installer and end user compliance with Nice USA's product instruction manuals, especially with regard to; handling, installation, operation, maintenance, and testing. Failure to comply strictly with Nice USA's product instruction manuals will void an applicable product's limited warranty in its entirety.

If, during the two (2) year time period from the date of manufacture, an applicable product appears to contain a defect covered by this limited warranty, the product may be considered as returnable to Nice USA for warranty evaluation and, if deemed warrantable, replacement.

Warranty evaluation will only be performed on products returned to Nice USA under a valid Return Merchandise Authorization (RMA) number that was issued solely by Nice USA. Certain items may require a technical support ticket number in order to prequalify for issuance of an RMA number.

Only those entities that have open and current purchasing accounts with Nice USA may request an RMA and, subsequently, return products directly. Those that do not have open accounts with Nice USA must contact a distributor or dealer of their choosing and follow that chosen entity's return policy. A searchable database of distributors and dealers is available at <http://www.niceforyou.us/dealers/locate>.

Nice USA does not by default cover any shipping, freight or transportation fees associated with the return, advance replacement or exchange of any item. Nice USA reserves the right to charge a drop ship fee for the shipping of any item (warranted or not) to an address or party other than that of the respective account holder's physical place of business as documented in the respective account holder's file. This drop ship fee is applicable to all shipments (warranty related or not) and is neither refundable nor covered by this or any Nice USA warranty.

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NOTE: Nice USA may resell accessory products when demand for such transactions exists but does not express or imply any warranty or guarantee for those products as they were not manufactured by Nice USA. Any such product is subject only to the terms of that product's actual and specific manufacturer and is not applicable to the two (2) year limited warranty expressed in this document.