

AeGIS PRODUCTS LIMITED WARRANTY

Pach and Company new products are warranted to be free of defects in material or workmanship for a period of two years, (24 months), from the date of purchase. This warranty extends only to wholesale customers who buy direct from Pach and Company or through Pach and Company's normal distribution channels.

Pach and Company does not warrant this product in any way to the end user consumer. Consumers must obtain warranty information from the selling dealer and/or installer as to the nature of the dealer's warranty, if any. All contact to Pach and Company from the end user consumer will be referred to the consumer's selling dealer and/or installer.

There are no obligations and/or liabilities on the part of Pach and Company for consequential damages arising out of or in connection with use or performance of Pach and Company products or other indirect damages with respect to loss of property, revenue, or profit, or cost of removal, installation, or reinstallation. Any use or change to Pach and Company products not expressly approved by the manufacturer, and performed by an authorized dealer/installer will immediately void the warranty. All implied warranties, including warranties for marketability as well as implied warranties for suitability, are valid only until the warranty expires or is voided, whichever comes first.

This Pach and Company Limited Warranty is in lieu of all other warranties express or implied and all Pach and Company warranties are subject, but not limited, to the following conditions.

I. NEW PRODUCT POLICY

1. The products must be properly installed as specified; and maintained or used as intended.
2. Cause of product failure is not due to vandalism or malicious mischief, improper installation, abnormal physical or electrical stress, lightning, power surges, misuse, negligence, accidents, or Natural disasters.
3. **Warranty is immediately null and void if the product has been altered, repaired, or modified without express written authorization from Pach and Company Technical Department, with such authorization given only to manufacturer approved dealer/installers.**
4. **Under no circumstances will Pach and Company honor warranty any product found to have been altered, repaired, and/or modified by the end-user consumer.**
5. Pach and Company reserves the right to repair the product, or replace a warranted product with a like product of equal value in the event original product cannot be repaired.
6. Distributors and/or Dealer-Installer must first obtain a Return Merchandise Authorization (RMA) number from Pach and Company Technical Department before returning any product to factory for repair, whether under warranty or not. **No returns accepted without RMA.**
7. Return Merchandise Authorization (RMA) numbers will not be issued to the end-user consumers. Consumers must contact their selling dealer-installer for any/all warranty issues.
8. Distributor and/or Dealer-Installer are responsible for all shipping charges, incl. freight and insurance fees, for products shipped to Pach and Company repair center.
9. **Pach and Company warranty does not guarantee any product to be free of operation error or service interruption in any way during the course of daily product operation.**
10. Pach and Company **is not responsible for time, travel, and/or labor costs of any distributor and/or dealer-installer**, including but not limited to, any expenses to install, uninstall or reinstall hardware/software/firmware related to warranty issues, product enhancements, or product failures.

NEW PRODUCT WARRANTY *EXCEPTION*

WIEGAND CARD, KEYFOB AND TRANSMITTER

Pach and Company warrants the wiegand card, clam, and keyfob to be free of defects in material or workmanship for a period of **three (3) months** from the date of invoice. The above warranty is subject to the following conditions.

1. The products must be properly installed as specified; and maintained or used as intended.
2. Cause of product failure is not due to vandalism or malicious mischief, improper installation, abnormal physical or electrical stress, lightning, power surges, misuse, negligence, accidents, or Natural disasters.
3. **Warranty is immediately null and void if the product has been altered, repaired, or modified without express written authorization from Pach and Company Technical Department, with such authorization given only to manufacturer approved dealer/installers.**
4. **Under no circumstances will Pach and Company honor warranty any product found to have been altered, repaired, and/or modified by the end-user consumer.**
5. Pach and Company reserves the right to repair the product, or replace a warranted product with a like product of equal value in the event original product cannot be repaired.
6. Distributors and/or Dealer-Installer must first obtain a Return Merchandise Authorization (RMA) number from Pach and Company Technical Department before returning any product to factory for repair, whether under warranty or not. **No returns accepted without RMA.**
7. **Return Merchandise Authorization (RMA) numbers will not be issued to the end-user consumers. Consumers must contact their selling dealer-installer for any/all warranty issues.**
8. Distributor and/or Dealer-Installer are responsible for all shipping charges, incl. freight and insurance fees, for products shipped to Pach and Company repair center.
9. **Pach and Company warranty does not guarantee any product to be free of operation error or service interruption in any way during the course of daily product operation.**
10. Pach and Company **is not responsible for the time, travel, and/or labor costs of any distributor and/or dealer-installer**, including but not limited to, any expenses to install, uninstall or reinstall hardware/software/firmware related to warranty issues, product enhancements, or product failures.

AeGIS PARTS LIMITED WARRANTY

II. NON-WARRANTY REPLACEMENT PARTS POLICY

Pach and Company parts are warranted to be free of defects in material or workmanship for a period of **six (6) months**, from the date of purchase or repair. **This warranty extends only to wholesale customers who buy direct from Pach and Company or through Pach and Company's normal distribution channels.** Consumers must obtain warranty information from the selling dealer and/or installer as to the nature of the dealer's warranty, if any. All contact to Pach and Company from the end user consumer will be referred to the consumer's selling dealer and/or installer.

This Pach and Company Limited Warranty is in lieu of all other warranties express or implied and all Pach and Company warranties are subject, but not limited, to the following conditions.

REPLACEMENT PARTS

1. The products must be properly installed as specified; and maintained or used as intended.
2. Cause of product failure is not due to vandalism or malicious mischief, improper installation, abnormal physical or electrical stress, lightning, power surges, misuse, negligence, accidents, or Natural disasters.
3. **Warranty is immediately null and void if the product has been altered, repaired, or modified without express written authorization from Pach and Company Technical Department, with such authorization given only to manufacturer approved dealer/installers.**
4. **Under no circumstances will Pach and Company honor warranty any product found to have been altered, repaired, and/or modified by the end-user consumer.**
5. Pach and Company reserves the right to replace a warranted product with a like product of equal value in the event original system cannot be repaired.
6. Distributors and/or Dealer-Installer must first obtain a Return Merchandise Authorization (RMA) number from Pach and Company Technical Department before returning any product to factory for repair, whether under warranty or not. **No returns accepted without RMA.**
7. Return Merchandise Authorization (RMA) numbers will not be issued to the end-user consumers. Consumers must contact their selling dealer-installer for any/all warranty issues.
8. Distributor and/or Dealer-Installer are responsible for all shipping charges, incl. freight and insurance fees, for products shipped to Pach and Company repair center.
9. **Pach and Company warranty does not guarantee any product to be free of operation error or service interruption in any way during the course of daily product operation.**
10. Pach and Company is not responsible for time, travel, and/or labor costs of any distributor and/or dealer-installer, including but not limited to, any expenses to install, uninstall or reinstall hardware/software/firmware related to warranty issues, product enhancements, or product failures.

AeGIS NON-WARRANTY REPAIR LIMITED WARRANTY

III. NON-WARRANTY REPAIR POLICY

Pach and Company warrants repairs to be free of defects in material or workmanship for a period of three (3) months from the date of repair and invoice. **This warranty extends only to wholesale customers who buy direct from Pach and Company or through Pach and Company's normal distribution channels. Consumers must obtain warranty information from the selling dealer and/or installer as to the nature of the dealer's warranty, if any. All contact to Pach and Company from the end user consumer will be referred to the consumer's selling dealer and/or installer.**

This Pach and Company Limited Warranty is in lieu of all other warranties express or implied and all Pach and Company warranties are subject, but not limited, to the following conditions.

1. The products must be properly re-installed as specified; and maintained or used as intended.
2. Cause of repaired product failure is not due to vandalism or malicious mischief, improper installation, abnormal physical or electrical stress, lightning, power surges, misuse, negligence, accidents, or Natural disasters.
3. **Warranty is immediately null and void if the product has been altered, repaired, or modified without express written authorization from Pach and Company Technical Department, with such authorization given only to manufacturer approved dealer/installers.**
4. **Under no circumstances will Pach and Company honor warranty of any product found to have been altered, repaired, and/or modified by the end-user consumer.**
5. Pach and Company reserves the right to replace a previously repaired product with a like product of equal value in the event of repair failure, provided repair failure occurs within the specified warranty period.
6. Distributors and/or Dealer-Installer **must first obtain a Return Merchandise Authorization (RMA) number from Pach and Company Technical Department before returning any product to factory for non-warranty repair. No repair returns accepted without RMA.**
7. Return Merchandise Authorization (RMA) numbers will not be issued to the end-user consumers. Consumers must contact their selling dealer-installer for any/all warranty issues.
8. Distributor and/or Dealer-Installer are responsible for all shipping charges, incl. freight and insurance fees, for products shipped to Pach and Company repair center.
9. **Pach and Company warranty does not guarantee any product, new or repaired, to be free of operation error or service interruption in any way during the course of daily product operation.**
 10. Pach and Company **is not responsible for time, travel, and/or labor costs of any distributor and/or dealer-installer**, including but not limited to, any expenses to install, uninstall or reinstall hardware/software/firmware related to warranty issues, product enhancements, or product failures.

IMPORTANT REPAIR NOTE: Pach and Company will perform a factory physical evaluation of all products submitted for repair at receipt of item, and reserves the right to decline repairs after said physical evaluation. In the event a returned product is deemed **ineligible for repair**, the product will be returned to sender via common carrier ground at Pach and Company expense.