



## Solace Warranty Policy

Solace Technologies Ltd. ("Solace") promises to the original purchaser to repair or replace (at Solace's discretion) with a comparable reconditioned model any Solace unit (hereafter the "unit"), excluding without limitation the siren, the remote transmitters, antennas, the associated sensors and accessories, which proves to be defective in workmanship or material under reasonable use during the lifetime of the vehicle provided the following conditions are met: the unit was purchased from an authorized Solace dealer, the unit was professionally installed and serviced by an authorized Solace dealer; the unit will be professionally re-installed in the vehicle in which it was originally installed by an authorized Solace dealer; and the unit is returned to Solace, shipping prepaid with a legible copy of the bill of sale or other dated proof of purchase bearing the following information: consumer's name, telephone number and address; the authorized dealers name, telephone number and address; complete product description, including accessories and the year, make and model of the vehicle.

### **ACCESSORIES:**

Solace warrants to the original consumer purchaser only (**non-transferable**) that it will replace any Solace accessory part for a one-year period from date of purchase. Accessories will only be replaced if proven defective in material or workmanship, and if, when the accessory is returned to the point of purchase, the retailer is provided with a copy of the proof of purchase.

### **THE WARRANTY IS VOID IF:**

- 1) The product has been damaged, altered in any way or tampered with. For remote starter modules, this includes the opening or removal of the plastic covering of the module, or the removal or alteration of (if applicable) the barcode label on the plastic covering of the module.
- 2) The product is damaged due to accident, fire, flood, shipping and handling, misuse, neglect, or
- 3) The product has been installed or repaired by anyone other than a certified technician.
- 4) The product has been improperly installed or used.



**THE WARRANTY DOES NOT COVER:**

- 1) Batteries.
- 2) Scratched or worn transmitter cases.
- 3) Installation and/or removal charges for all remote starter modules and accessories.
- 4) Shipping and handling charges incurred for product exchange or replacement.
- 5) Any material damages other than to the product itself.
- 6) Harnessing, antenna cables, L.E.D. lights, switches, inverters, relays, etc.

THIS LIMITED LIFETIME WARRANTY SHALL CONSTITUTE THE SOLE LIABILITY OF SOLACE FOR OUR PRODUCTS, AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. THERE ARE NO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NO PERSON, FIRM OR CORPORATION IS AUTHORIZED TO ASSUME FOR SOLACE ANY OTHER LIABILITY WITH RESPECT TO THE SALE OR USE OF OUR PRODUCTS. SOLACE'S LIABILITY, WHETHER BASED ON CONTRACT, TORT, AND WARRANTY, STRICT LIABILITY, OR ANY OTHER THEORY, SHALL NOT EXCEED THE PRICE OF THE INDIVIDUAL UNIT WHOSE DEFECT FOR DAMAGE IS THE BASIS OF THE CLAIM. UNDER NO CIRCUMSTANCE WILL SOLACE, ITS DISTRIBUTORS OR THEIR AGENTS BEAR ANY LIABILITY WHATSOEVER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

**The parties hereto elect that any dispute regarding the present document be submitted to the appropriate Court located in the Province of Alberta. The parties hereto agree that this document is governed by and interpreted in accordance with the law of Alberta, Canada. If the purchaser is located in a province of Canada other than Alberta, all matters dealing with the warranty of quality will be governed by and interpreted in accordance with the law of Alberta. If the purchaser is located outside Canada, all matters dealing with the warranty of quality will be governed by and interpreted in accordance with the United Nations Convention on Contracts for the International Sale of Goods (the "Vienna Convention").**