

E-TRAK LIMITED WARRANTY

Warranty Duration and Conditions

The e-Trak warranty covers parts for two (2) years and labor for one (1) year from the date of purchase. During the first thirty (30) days following purchase, e-Trak covers the shipping of standard parts, the technician's travel, and labor. After this period, these costs are the customer's responsibility, and they must send the defective equipment or part to e-Trak or a retailer to avoid additional charges.

Service performed outside normal working hours, as well as urgent shipping, will be at the customer's expense. If the warranty is applied by a retailer, certain labor hours and travel costs may be covered, subject to prior approval and the provision of the product's serial number.

During the first year, the warranty covers both parts and labor. In the second year, only parts are covered under specific conditions. Wiring, brackets, and hardware are not included.

Out-of-Warranty Repairs

Repairs performed after the warranty period expires are subject to a cost estimate. e-Trak will offer multiple repair options based on the customer's needs. For equipment older than five (5) years, repairs depend on part availability and are not covered by any warranty. Any completed repair is guaranteed for ninety (90) days. Handling fees may apply.

Warranty Exclusions

The warranty does not cover:

- Cosmetic damage (scratches, stains, etc.).
- Damage caused by accidents, misuse, or extreme conditions (water, fire, flooding, etc.).
- Any unauthorized modifications.
- Repairs performed by technicians not authorized by e-Trak.

Limitation of Liability

e-Trak is not liable for indirect damages, production losses, operational losses, or financial losses related to equipment malfunction. The company's liability is strictly limited to the value of the purchased product.

Force Majeure

e-Trak shall not be held responsible for delivery delays or damages caused by unforeseen events such as natural disasters, conflicts, strikes, material shortages, or any other situation beyond its control.

Return Conditions

All product returns must be authorized in advance and include a return number (RMA) provided by e-Trak. The product must be properly packaged to prevent damage during transport. Non-compliant returns or returns made by unauthorized third parties will not be accepted and will be sent back at the sender's expense. Shipping costs are the customer's responsibility unless otherwise stated in the contract.

Return Address

All returns must be sent to the following address:

e-Trak Technology Solutions
1400, Pierre-Roux Est Boulevard
Victoriaville (Quebec) G6T 2T7

The RMA number must be clearly indicated on the packaging and shipping documents.