

Limited Warranty



HOW TO OBTAIN WARRANTY SERVICE?

- Contact the Customer Service department using the support number located at the bottom of the device warranty.
- Upon verification of coverage, you will be required to perform troubleshooting on each device. The devices will need to be connected to power at the time of troubleshooting.
- If unit is determined to be faulty, a Return Authorization # will be issued and provided to you via fax, email, or over the phone.
- Package Product(s) and send to Company with the Return Authorization # clearly written on the outside of each package (returns without a Return Authorization # will be rejected) and ship to:

Omnitracs LLC ^{C/o} Baja Freight Forwarders
8662 Siempre Viva Rd.
San Diego, CA 92154
Attn.: RMA Receiving

- Spireon will provide replacement of the unit(s) when the Return Authorization # is included with the returned product. Spireon is responsible for shipping charges back to you.

WHAT IS EXCLUDED?

- Product damage caused by normal wear and tear.
- Product damage caused by tampering, misuse, accident, abuse, neglect, improper installation, misapplication, alteration of any kind, disaster, or defects due to repairs or modifications made by anyone other than Spireon or an authorized service representative of Spireon.
- Physical damage of any nature whatsoever to the product, including any opening or attempted opening of the product.
- Reception problems caused by signal conditions or cable or antenna systems outside the unit.

This limited warranty constitutes the final, complete and exclusive statement of warranty terms, and no other person or entity is authorized to make any other warranties or representations on behalf of Spireon.

Limited Warranty

WHO IS COVERED?

Only the purchaser that first activates the GPS product is covered.

WHAT IS COVERED?

The Spireon, Inc. ("Spireon") GPS product you just purchased is warranted to be free from defects in materials and workmanship.

WHAT IS THE WARRANTY PERIOD?

The warranty period ("limited warranty period") is for (i) the term of your lease for leased products or (ii) for all purchased products, one (1) calendar year after the date a rate plan is assigned to your product, unless you have purchased a two or three year warranty, in which case the warranty lasts for the amount of warranty coverage you purchase, which cannot exceed three years

WHAT ARE THE WARRANTY LIMITATIONS?

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, SPIREON DISCLAIMS, AND YOU EXPRESSLY WAIVE, ANY AND ALL OTHER WARRANTIES OR REPRESENTATIONS OF ANY KIND OR NATURE, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE. THE TERM OF ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED UNDER APPLICABLE LAW SHALL BE LIMITED TO THE DURATION OF THE FOREGOING EXPRESS WARRANTY PERIOD. SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES AND/OR DO NOT ALLOW LIMITATIONS ON THE AMOUNT OF TIME AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

WHAT IS THE LIMITATION OF LIABILITY?

This Limited Warranty is solely for the benefit of the purchaser that first activates the GPS product and Spireon, and shall not create or evidence any right in any third party. THE REPAIR OR REPLACEMENT OF THE PRODUCT AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE REMEDY. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL SPIREON BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL, INDIRECT, PUNITIVE OR EXEMPLARY DAMAGES OR LOST PROFITS WHATSOEVER ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCT, OR FOR ANY BREACH OF THIS LIMITED WARRANTY OR OTHERWISE, EVEN IF SPIREON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR SUCH DAMAGES COULD REASONABLY HAVE BEEN FORESEEN BY SPIREON.

However, some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please contact customer service at:
Phone: **1-877-563-0012**
Email: **customer_support@spireon.com**

IG-0029, Rev. 00222305
Spireon.com/lojack
© Copyright Spireon, Inc. 2023 All rights reserved.