



iControls Warranty Policy

iControls takes pride in its craftsmanship, and in the reliability of its products. We build all of our products with numerous redundancies to ensure their durability and ability to withstand both their working environment, and possible user abuse and error. We are pleased to offer a comprehensive warranty for all iControls manufactured products as set forth below, and will do our utmost to ensure seamless and hassle-free product repair or replacement.

Coverage

In the unlikely event of product failure, all iControls developed products are fully warranted for a period of 2 years from their purchase date. This warranty is inclusive of, and limited to, all component and manufacturing defects only, and does not cover possible failure due to external forces including irregularities caused by impact, improper installation and/or connection, voltage surges and any and all other user and/or environmentally caused failures. iControls warranty is valid for replacement or repair of defective product only.

Software reliability and performance is also covered under our warranty, but does not include software updates, upgrades and/or modifications. To ensure software reliability and performance, we encourage all of our customers to fully test their freely developed sample for functionality and reliability before releasing a purchase order – all necessary amendments to the software must be done in the development stage, or will incur additional fees.

Claims

If a warranty claim is deemed necessary, and upon receipt of a signed iControls Warranty Form, iControls will immediately ship or deliver a replacement product along with procedural instructions for the claim and the alleged defective product's return, to the claimant via expedited courier. In so doing, iControls does not accept any liability due to defect, nor to any costs associated with the temporary inoperability of the control unit. Furthermore, should the product failure be deemed a result of user or environmental influence, and not manufacturing defect, it is agreed that all costs associated with its replacement including cost of the replacement product, its shipment, and shipment of the alleged defective unit and its return, will be the responsibility of the party initiating the warranty claim. Likewise, should the alleged defective product not be returned for diagnostic inspection, all costs shall be the responsibility of the initiating claimant that has signed the Warranty Form.

Note

Although not included in our Warranty Policy, iControls is committed to providing assistance to its customers regarding product documentation including product description, features, benefits, installation and basic troubleshooting. As well, initial training for both technical and sales staff, if required, is available.

Upon request, iControls can also provide field assistance and/or advice with installation, troubleshooting, product enhancement or improvement of our product.