



SPECTRAPLUS[®]

Pioneer Hill Software LLC

LIMITED WARRANTY

PIONEER HILL SOFTWARE LLC (PHS) provides a 90-Day Return Window (see Return of Non-Defective Products below) and the following limited warranty. This limited warranty extends only to the original purchaser.

PHS warrants this product and its parts against defects in materials or workmanship for 1 year from the original ship date. During this period, we will repair or replace defective parts with new or reconditioned parts at our option, without charge to you.

PHS makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description,

PHS is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the equipment. Under no circumstances shall PHS be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the equipment.

The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.

WARRANTY CONDITIONS

The above Limited Warranty is subject to the following conditions:

1. This warranty extends only to products distributed and/or sold by PHS.
2. This warranty covers only normal use of the equipment. PHS shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, or neglect; (ii) disasters such as fire, flood, lightning or improper electric current; or (iii) service or alteration by anyone other than an authorized PHS representative; (iv) damages incurred through irresponsible use, including those resulting from viruses or spyware, or other non-recommended practices.
3. You must retain your bill of sale or other proof of purchase to receive warranty service.
4. This warranty does not cover any third party software or virus related problems.
5. PHS makes no warranty either expressed or implied regarding third-party (non-PHS) software.
6. The 90 day Return Window does not include special order merchandise and shipping and handling fees.

RETURN OF NON-DEFECTIVE PRODUCTS WITHING THE 90 DAY PERIOD AFTER PURCHASE

A non-defective product may be returned to PHS within 90 days of the invoice date for a refund of the original purchase price with the following amendments/fees:

1. PHS will refund neither the original shipping cost nor the shipping and handling fees incurred from the products return.
2. No refund will be granted for hardware which has been tampered with in any way which jeopardized PHS's ability to remarket or resell the product. PHS maintains full discretion in decisions regarding a products fitness for return.

RETURN OF DEFECTIVE PRODUCTS

To return a defective product, please contact our Customer Service Department for a Return Merchandise Authorization (RMA) number and follow the Return of Products Instructions below. The RMA is valid for 30 days from date of issuance.

RMA POLICY

The customer must obtain a RMA number and provide proof of purchase. RMA and services are rendered by PHS only. All returned parts must have a RMA number written clearly on the outside of the package along with a note detailing the problems. No COD packages will be accepted. RMA numbers are only valid for 30 days from the date of issue.

1. Pack the equipment in its original box or a well-protected box. PHS will not be responsible for shipping damage/loss Ship the equipment with your name, address, phone number, description of the problem, and the RMA number you have obtained to:

PIONEER HILL SOFTWARE LLC
24460 MASON RD. NW
POULSBO, WA 98370 USA

RMA#_____

2. Upon receiving the equipment, PHS will repair or replace your equipment (at PHS's discretion) and will ship it back to you within 2 weeks (dependent on parts availability) via UPS.

3. PHS will pay for shipping to and from the customer only within the first 90 days following the original product ship date. Following this 90-day period shipping fee to PHS are the sole responsibility of the customer. The customer also assumes full liability for losses or damages resulting from shipping as well as all responsibility to pursue remuneration for such issues with their selected carrier.

WARRANTY EXCLUSIONS

PHS does not offer technical support for any other software not provided by PHS including installed OS or other programs. PHS accepts no liability for problems caused by after-market software or hardware modifications or additions. PHS is not responsible for giving any technical support concerning the installation or integration of any other software or component the customer did not purchase from PHS. PHS is not responsible for loss of data or time, even with hardware failure. Customers are responsible for backing up any data for their own protection. PHS is not responsible for any loss of work ("down time") caused by a product requiring service. This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications. It will also be null and void if there are indications of misuse and/or abuse. PHS has the option of voiding the warranty if anyone other than an PHS technician attempts to service the product. PHS will not warrant any problems arising from an act of God (lighting, flooding, tornado, etc.), electrical spikes or surges, or problems arising out of hardware, software, or additional devices added to complement any system/component bought from PHS. Under no circumstances will PHS be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees. PHS will not be held responsible for typographical errors on sales receipts, repair tickets, or on our website. PHS makes every effort to make sure all information on our website is correct.

Regards,



John Pattee
Pioneer Hill Software LLC
24490 Mason Rd NW
Poulsbo, WA 98370
390-697-3472 tel
pioneer@spectraplus.com
www.spectraplus.com