TRANSPORT
WIRELESS TECHNOLOGIES INC.

Warranty Claim Form

Complete and return with the parts

Complete all applicable fields and include the required supporting documentation. All claims are subject to the Limited Warranty Terms & Conditions on page 2.

CUSTOMER & DEALER

End user

Repairing dealer

End user street address

Dealer street address

End user city, state, ZIP

Dealer city, state, ZIP

Customer reference #

Dealer reference #

Contact name

Contact phone

Contact email

REPAIR & EQUIPMENT

Purchase date

Installation date

Repair date

Unit make

Unit model

TRI reference # (office use)

REPAIR SUMMARY

Failure description

Corrective action

PARTS RETURNED

Qty	Part #	Description	Serial #	Office use

If more space is needed for parts or repair details, attach an additional sheet.

Prepared by

Reviewed by

RETURN PARTS & CLAIM

Return all claimed parts, the completed warranty claim form, and required supporting documentation to:

Transport Wireless Technologies, Inc.
Attn: Warranty Department
301 Lawrence Drive
De Pere, WI 54115

WARRANTY CLAIM REQUIREMENTS

- One-year limited warranty covering parts only. Labor is not covered.
- Claims must be submitted within 30 calendar days of the repair date.
- A copy of the repair invoice or work order must accompany the claim.
- Proof of purchase and installation may be required to establish warranty eligibility.
- Warranty begins on the documented installation date or 90 calendar days after the original purchase date, whichever occurs first. Without proof of installation, warranty begins on the original purchase date.
- All claims are subject to the Limited Warranty Terms & Conditions on page 2.

Limited Warranty Terms & Conditions

1. WARRANTY COVERAGE

Transport Wireless Technologies, Inc. products covered under this limited warranty are warranted against defects in materials and workmanship under normal use for a period of one (1) year from the warranty commencement date established in Section 2.
This is a parts-only limited warranty. Labor, diagnostics, troubleshooting, removal, installation, travel, freight, and other associated service expenses are not covered.

2. WARRANTY COMMENCEMENT DATE

The warranty period begins on the documented installation date, provided installation occurs within ninety (90) calendar days of the original purchase date.
For products installed more than ninety (90) calendar days after purchase, the warranty period begins on the 90th calendar day following the original purchase date, regardless of the actual installation or activation date.
If satisfactory proof of installation cannot be provided, the warranty period begins on the original purchase date.
The original purchase date is defined as the date the product was invoiced by Transport Wireless Technologies, Inc. to its original purchaser, including an original equipment manufacturer (OEM), dealer, distributor, fleet, or other customer.
Storage, delayed installation, delayed activation, subsequent resale, transfer of ownership, or delivery of equipment incorporating the product does not extend or restart the original warranty period.

3. WARRANTY EXCLUSIONS

This limited warranty covers defects in materials and workmanship only. Product failure within the warranty period does not, by itself, establish eligibility for warranty coverage. Damage or failure resulting from external causes, including but not limited to the following, is expressly excluded from warranty coverage:

- Improper installation, removal, handling, storage, or maintenance.
- Misuse, abuse, neglect, accident, or physical damage.
- Unauthorized repairs, alterations, modifications, or tampering.
- Operation outside published product specifications or environmental limitations.
- Normal wear, battery depletion, or battery deterioration not attributable to a covered defect in materials or workmanship.
- Exposure to moisture, chemicals, electrical surges, or other environmental conditions exceeding published product specifications.
- Failures attributable to external equipment, wiring, communication networks, third-party systems, or other conditions unrelated to a defect in the product.

4. WARRANTY CLAIM SUBMISSION

All warranty claims must be submitted within thirty (30) calendar days following the repair date. The reported product failure must have occurred within the applicable warranty period.
Warranty claims must include:

- A completed and legible Warranty Claim Form.
- A copy of the repair invoice or work order.
- Product part numbers and serial numbers, where applicable.
- A description of the reported failure and corrective action taken.
- Proof of purchase and installation when required to establish warranty eligibility.
- All parts for which warranty coverage is requested, unless otherwise authorized in writing.

Incomplete or illegible claims will not be processed until all required information and documentation have been received.

5. WARRANTY EVALUATION AND DISPOSITION

All returned products are subject to inspection, testing, and evaluation to determine warranty eligibility. Submission of a warranty claim or return of a product does not constitute approval of the claim.
Products determined to have no covered defect, or to have failed as a result of an excluded condition, are not eligible for warranty coverage.
The remedy for an approved warranty claim is limited to repair, replacement, or issuance of credit for the defective part, as determined by Transport Wireless Technologies, Inc., subject to the applicable manufacturer's warranty provisions.

6. REPLACEMENT PARTS

Parts repaired or replaced under warranty remain covered for the unexpired portion of the original warranty period unless otherwise required by applicable law or expressly provided under the applicable manufacturer's warranty.
Warranty repair or replacement does not establish a new one-year warranty period.

7. ADDITIONAL TERMS AND LIMITATIONS

This limited warranty is subject to the applicable manufacturer's warranty provisions and the Transport Wireless Technologies, Inc. Terms & Conditions of Sale governing the original purchase.
The remedies provided under this limited warranty are exclusive to the extent permitted by applicable law. Nothing in this document expands the applicable manufacturer's warranty coverage or supersedes the limitations of liability contained in the Terms & Conditions of Sale, except as required by applicable law.