



## WARRANTY POLICY

1 YEAR LIMITED WARRANTY- Roswell Wake Air products are warranted to be free of defects in materials and workmanship for a period of 1 year from the date of purchase. Warranty will be determined by Roswell's warranty department only and will at our discretion be repaired or replaced within the first year. Damage due to misuse or improper care is excluded.

Roswell Area 52 towers are made from T5661 Aircraft Aluminum that will not rust and a clear coat is applied to help prevent corrosion. Only soap and water should be used on all clear coated products.

Roswell Area 51 towers are made from T5661 Aircraft Aluminum that will not rust. As all polished aluminum products require frequent polishing to maintain the shine and to help prevent corrosion and tarnish. Roswell will not be held responsible for normal oxidization, tarnish or corrosion due to lack of maintenance and improper storage on all Roswell products.

Excluded in the limited warranty is damage due to misuse, improper care and corrosion. If any Roswell Wake Air product fails due to defective materials or workmanship after the original warranty period, it will, at manufacturer's option, be repaired or replaced for a fee.

This limited 1 year warranty is in effect as long as the original owner keeps the product and is not transferable.

**Damage due to misuse or improper care is excluded.**

HOW TO OBTAIN YOUR WARRANTY- Contact your Authorized Roswell dealer for ALL warranty claims.

A dated proof of purchase is required to claim warranty. If a dated proof of purchase is not provided warranty may be denied.

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**Contact Roswell's Warranty Department at 780-962-0868 Monday - Friday 9-4pm MST or [warranty@roswellwakeair.com](mailto:warranty@roswellwakeair.com) for a Return Authorization Number**

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- Individual RA#'s must be given for each product being returned even when multiple items are sent back.
- Product returned to Roswell without a corresponding RA # will be returned to the dealer at the dealer's expense.
- Product returned to Roswell must have a clearly written RA# on the outside of the package and be addressed ATTN: WARRANTY. Packages will not be accepted without both markings and will be returned to the dealer at their expense.
- All warranty products is to be shipped to Roswell at the dealer's expense- We will pay the return shipping cost. Product sent collect will not be accepted.
- Dealers are responsible for the product returning to Roswell with proper packaging. Product that is further damaged due to improper packaging will NOT be warranted.
- Dealers will be contacted immediately if product is assumed to have been damaged during shipping.
- Warranty will only be given through an Authorized dealer with exceptions being limited to:
  - Remote Customer Location
  - Customer Service outweighs Dealer involvement
- If a returned product is not covered under Roswell's warranty policy the dealer will be contacted by the Roswell representative handling the warranty claim. Should a repair be decided upon it will not be started by Roswell until an Authorized Repair form is signed by a dealer representative and faxed back to Roswell.
- Following the above guidelines and working with your in-house Roswell warranty rep will expedite the warranty process for all those involved.
- Warranty labor rate is \$80.00/hour as of January 1<sup>st</sup>, 2009.
- Roswell reserves the right to change this rate at our discretion without notice.