

Sprox Soundog Warranty Policy

Sprox is committed to excellence in customer service and support. Sprox warrants its products against defects in materials and workmanship for the time period specified below from the date of purchase with valid warranty registration form on file:

Charging stations	1 Year	Parts and Labor
Soundog™ Receivers	1 Year	Parts and Labor
Transmitters	1 Year	Parts and Labor
Accessories	90 Days	Limited Parts and Labor

What is not covered under the Sprox warranty:

1. Damage, deterioration, malfunction or failure to meet performance specifications resulting from:
 - A. Accident, act of nature, misuse, abuse, neglect or unauthorized product repair/modification.
 - B. Dropping of product onto floor.
 - C. Improper care of equipment.
 - D. Damage due to improper cleaning including use of harsh chemicals. Receivers should be wiped clean daily, and charging stations should be cleaned once a week.
 - E. Blown fuses due to improper installation of hardwired Soundogs.
 - F. Removal, maintenance, or failure to follow operating instructions supplied with the equipment.
 - G. Any cause other than a product defect found with normal use of service.
2. Any products on which the serial number has been defaced, modified or removed.
3. Accessories, including but not limited to, cables, mounting hardware and brackets.
4. Damages caused during initial set-up, service calls, or charges incurred for installation or removal of the product.
5. Products returned where no defects are found.
6. Warranty void on DOGHOUSE 2.0 Charging Station if security label is missing or broken.

How to contact Sprox for service:

1. If your unit needs service, contact Sprox Service Department by calling (231) 237-0842. The Sprox Service Dept. will issue an RMA # and the address to ship product to for authorized repairs.
2. The customer is responsible for paying shipping costs to the Sprox Service Center. If the necessary repairs are covered under warranty, Sprox will cover the return shipping charges to any destination in the United States using UPS ground.
3. Items returned will be reviewed for estimated damages. An estimate will be faxed to the site and prepayment will be required before proceeding with any repair not covered under warranty. Sprox accepts payments by check and credit card.
4. If a unit is not repairable a \$25 check out fee is still due or can be applied to the purchase of a new replacement unit.

Exclusion of damages:

Sprox Inc.'s liability for any defective product is limited to repair or replacement of the product at Sprox Inc.'s discretion. Sprox shall not be liable for any damages to other products caused by any defects in Sprox products based on inconvenience or loss of use of the product, or any other damages, whether incidental, consequential or otherwise.

*This warranty gives you specific legal rights and you may have other rights which vary from state to state.