



CELLPHONE-MATE, INC WARRANTY

WARRANTY PERIODS

30 Day Money-back Guarantee

All of the products sold by CELLPHONE-MATE incorporated are protected by a 30 day warranty. If for any reason you are unsatisfied with the product you may return it for a complete refund. All returns must be shipped back in the original packaging they were shipped in. Inside the packaging should contain all products and product accessories that were initially issued. This includes antennas and cables. Any returned packages receive by CELLPHONE-MATE Inc that fails to meet these standards will be sent back to sender. Also please note that this guarantee does not cover any products that have been altered or damaged in anyway.

Two Year Product Warranty

CELLPHONE-MATE products are covered under a two year product warranty from the time of purchase. This protects the customer from any defects or problems the product may have that are solely the fault of CELLPHONE-MATE Inc. All products that have been found to be damaged from incorrect installation or any type of misuse will void this warranty. Upon the return of this product CELLPHONE-MATE will issue the customer a working replacement. All returned packages should contain all products distributed.

Five Year Extended Product Warranty

A five year warranty is available for purchase on any products sold by CELLPHONE-MATE Inc. A five-year warranty must be obtained at the time of purchase. This warranty adds an additional three years to the two year warranty we provide. All regulations still apply.

WARRANTY PROCESS

First you must complete and return our [Return Material Authorization \(RMA\) request form](#) that can be obtained from our website. When your submitted form is received a technical support representative may contact you and either deny or grant you a RMA number. All returns must have a valid RMA number attached or written on the outside of the box. All products received without a RMA number will be returned without being reviewed.

All returns should contain **all** parts and materials that were initially issued. All items received will be tested and examined for any type of misuse by the individual resulting in the defectiveness of the product. All products returned within thirty days of purchase must be sent back in the originally packaging. Also items must be received in new/resalable condition.

The RMA numbers are valid for 15 days from the date issued.

General Repair Procedure:

- All defective merchandise must be submitted with an RMA number.
- CELLPHONE-MATE will cover no freight costs incurred in the returning of the defective products to us.
- Before an RMA number is issued, you must make a CELLPHONE-MATE technical support representative aware of the problems or problem you have to prevent unnecessary returns.
- NO RMA returns will be accepted without prior authorization.
- The RMA number must be written clearly on outside of the package.
- If returns are received with the RMA procedures not complete, there may be a delay in the processing of the product(s).
- Proper packaging / shipping of the item is the responsibility of the customer.
- Repair time is typically 1-2 weeks. This varies according to shipping methods.

WARRANTY INFORMATION

1. Cellphone-Mate, Inc. warrants to the Buyer that each of its products, when shipped will be free from defects in material and workmanship and will perform in full accordance with applicable specifications. The limit of liability under this warranty is, at Cellphone-Mate, Inc.'s option, to repair or replace any product or part thereof which shall within TWO YEARS of purchase as determined by examination by Cellphone-Mate, Inc., prove defective in material and/or workmanship. Warranty returns must first be authorized in writing by Cellphone-Mate, Inc. Disassembly of any Cellphone-Mate, Inc. product by anyone other than an authorized representative of Cellphone-Mate, Inc. voids this warranty in its entirety. Cellphone-Mate, Inc. reserves the right to make changes in any of its products without incurring any obligation to make the same changes on previously delivered products.
2. As a condition to the warranties provided for herein, the Buyer will prepay the shipping charges for all products returned to Cellphone-Mate, Inc. for repair and Cellphone-Mate, Inc. will pay the return shipping with the exception of product returned from outside the United States in which case the Buyer will pay the shipping charges.
3. The Buyer will pay the cost of inspecting and testing any goods returned under the warranty or otherwise which are found to meet the applicable specifications or which are not defective or not covered by this warranty.
4. Products sold by Cellphone-Mate, Inc. shall not be considered defective or non-conforming to the Buyers' order if they satisfactorily fulfill the performance requirements that were published in the product specification literature, or in accordance with samples provided by Cellphone-Mate, Inc. This warranty shall not apply to any products or parts thereof which have been subject to accident, negligence, alteration, abuse, or misuse. Cellphone-Mate, Inc. makes no warranty whatsoever in respect to accessories or parts not supplied by it.

5. Limitations of Warranty, Damages and Liability:

EXCEPT AS EXPRESSLY SET FORTH HEREIN, THERE ARE NO WARRANTIES, CONDITIONS, GUARANTEES OR REPRESENTATIONS AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR OTHER WARRANTIES, CONDITIONS, GUARANTEES OR REPRESENTATIONS, WHETHER EXPRESSED OR IMPLIED, IN LAW OR IN FACT, ORAL OR IN WRITING. CELLPHONE-MATE, INC.'S AGGREGATE LIABILITY IN DAMAGES OR OTHERWISE SHALL NOT EXCEED THE PAYMENT, IF ANY, RECEIVED BY CELLPHONE-MATE, INC. FOR THE UNIT OF PRODUCT OR SERVICE FURNISHED OR TO BE FURNISHED, AS THE CASE MAY BE, WHICH IS THE SUBJECT OF CLAIM OR DISPUTE. IN NO EVENT SHALL CELLPHONE-MATE, INC. BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, HOWSOEVER CAUSED.

6. All matters regarding this warranty shall be interpreted in accordance with the laws of the State of California and any controversy that cannot be settled directly shall be settled by arbitration in California in accordance with the rules then prevailing of the American Arbitration Association, and judgment upon the award rendered may be entered in any court having jurisdiction thereof.
7. If one or more provisions provided herein are held to be invalid or unenforceable under applicable law, then such provision shall be ineffective and excluded to the extent of such invalidity or unenforceability without affecting in any way the remaining provisions hereof.
8. Cellphone-Mate reserves the right to bill for labor spent on equipment where there is no defective found
9. All items out of warranty are subject to a repair fee and additional freight charges.
10. Defective items in warranty will be repaired at no additional charge and will be returned freight paid by Cellphone-Mate.

CONTACT INFORMATION

You can also consult a Cellphone-Mate customer service agent directly by sending an e-mail to us at:

CONTACT: Technical Support
PHONE: 888-365-MATE (6283)
FAX: 510-996-7250
EMAIL: info@Cellphone-Mate.com

Or write to:

Cellphone-Mate Inc.
48820 Kato Road Suite 300B
Fremont, CA, 94538 U.S.A.

Or feel to visit our website at www.cellphone-mate.com

To check status of a current warranty form please contact us.

Cellphone-Mate Inc.

48820 Kato Rd. Suite 300B
Fremont, CA 94539
Tel: 1 888 365 MATE (6283)
Fax: 510 996 7250
<http://www.cellphone-mate.com>



Please attach with Receipts you purchased and put this form into the exchange box. Thank you!

Exchanged Form

Before exchange any products manufactured by CELLPHONE-MATE INC, you must be issued a valid RMA number. Please review the warranty before completing this form. Any incorrect or incomplete forms will lead to the delay in processing your request.

Basic Information	
Date	_____
Where You Bought From?	_____
Your Name	_____
Street Address	_____
City/State/Zip	_____
Phone	_____
Email	_____
Total Pieces	_____

Please complete the section below:

Model No.	Serial No.	Purchase date	Quantity	Reason For Exchanged

RMA Number: _____

RMA Issue Date: _____

RMA Issue By: _____