

Watson Dispatch Lifetime Warranty

WARRANTY TERMS AND CONDITIONS

Defects in Watson Dispatch manufactured products and components covered by this warranty and found during the applicable *Warranty Period* (see below), will be repaired or replaced (at Watson's option) upon prompt notice from the original buyer. Troubleshooting tasks (as outlined in the *Buyer's Responsibility* clause below) must be performed before product repair or replacement will be provided. Repairs, substitute products or replacements of equal or higher value used to resolve a warranty claim will in no way extend the applicable warranty period applied to the original product. Watson will assume responsibility for all shipping and return shipping expenses of any defective product covered by this warranty.

This warranty does not apply to:

- Normal wear and tear and consumable items such as light bulbs
- Watson products that have undergone buyer modifications or reconfiguration
- Products subjected to improper use or conditions including negligence, accident, or alterations
- Products damaged by AC power disturbances

WARRANTY PERIOD

Lifetime Warranty

Watson Dispatch manufactured components will be replaced at no charge for as long as the original purchaser owns the product. Labor and all associated installation expenses for defective products covered by this warranty will be provided to the original buyer for three years from the date of purchase.

Limited Term Warranty

Adjustment mechanisms, TCS Components, monitor arms, task lighting, and heating devices will be replaced at no charge for the first three years of original ownership. Components not manufactured by Watson Dispatch and not listed above shall be warranted under the terms and time period outlined in the original manufacturer's warranty.

BUYER'S RESPONSIBILITY

The execution of this warranty requires the cooperation of the buyer with Watson Dispatch. The buyer agrees to perform basic troubleshooting tasks to determine the nature of the defect (and quickly self correct it if possible) with assistance from Watson Dispatch Customer Service before Watson personnel will provide on-site assistance.

In the event that Watson personnel must provide on-site assistance and the product failure or defect is found to have resulted from items to which this warranty does not apply, the buyer agrees to reimburse Watson Dispatch for all expenses resulting from the warranty claim. Expenses include, but are not limited to: product shipping, installation, transportation, and accommodations. An hourly labor rate will also be applied for work performed.

Watson makes no other express or implied warranties to any product except as stated above, and in particular makes no warranty of Watson Dispatch product fitness except for use as standard communication console furniture. Product repair or replacement is the buyer's exclusive remedy for any and all product defects except as outlined in the foregoing warranty.

Date Installed and Accepted: _____

Installation Performed By: _____

Buyer Approval: _____

This warranty applies to all Watson Dispatch products purchased on or after 7/16/2008