

Radio Design Labs 7-Year Limited Warranty

Effective Date: August 14, 2026

This 7-Year Limited Warranty applies only to RDL products originally purchased and shipped by RDL or an authorized RDL distributor, dealer, or reseller on or after August 14, 2026. Products purchased or shipped prior to August 14, 2026 remain subject to the warranty terms in effect at the time of their original purchase or shipment and are not eligible for the seven (7) year warranty.

Limited Warranty

Radio Design Labs, LLC ("RDL") warrants to the original end-user purchaser that products manufactured by RDL shall be free from defects in materials and workmanship under normal use and service for a period of **seven (7) years** from the original date of shipment by RDL or an authorized RDL distributor, dealer or reseller. RDL's sole obligation under this Limited Warranty is, at its sole option, to repair, replace, credit or refund the original purchase price of any product determined by RDL to be defective due to defects in materials or workmanship. Replacement products or components may be new, refurbished, or remanufactured and shall be functionally equivalent to the original product. This Limited Warranty is non-transferable and applies only to the original end-user purchaser.

Products Not Manufactured by Radio Design Labs

Products manufactured by third parties and supplied or resold by RDL—including, but not limited to, external power supplies, power adapters, accessories, cables, antennas, batteries, or other third-party components—are not covered by this Limited Warranty. Such products are covered solely by the warranty, if any, provided by their respective manufacturers and in effect at the time of shipment to the customer. RDL makes no independent warranty, express or implied, with respect to such third-party products except as expressly required by applicable law.

Warranty Exclusions

This Limited Warranty does not apply to any product that, in RDL's sole judgment, has been:

- Used in any manner inconsistent with its intended purpose or published specifications.
- Improperly installed, operated, configured, maintained, or serviced.

- Subjected to misuse, abuse, negligence, accident, vandalism, or unauthorized modification or repair.
- Damaged by improper wiring, improper grounding, incorrect supply voltage, reversed polarity, electrostatic discharge (ESD), power surges, voltage spikes, brownouts, electrical noise, lightning, or other abnormal electrical conditions.
- Operated outside the environmental, electrical, or mechanical operating limits specified by RDL, including but not limited to excessive temperature, humidity, moisture, dust, vibration, corrosive environments, or exposure to water or chemicals.
- Damaged by shipping due to inadequate packaging by the customer.
- Damaged by fire, flood, earthquake, windstorm, acts of God, acts of war, terrorism, civil disturbance, or any other event beyond RDL's reasonable control.
- Subjected to removal, alteration, or defacement of serial numbers, date codes, or other identifying labels.

Software and Firmware

Software and firmware are provided 'as is.' RDL does not warrant that software or firmware will operate uninterrupted or error-free, or that all defects will be corrected. RDL's obligation for software or firmware is limited to providing updates, if any, made generally available by RDL during the applicable warranty period.

Discontinued and End-of-Life Products

This Limited Warranty applies only to products that remain serviceable by RDL. Products that have been discontinued, designated End-of-Life (EOL), or are otherwise no longer in production may become ineligible for warranty repair or replacement if replacement parts, assemblies, or equivalent products are no longer reasonably available. If a warranty claim is made for an EOL product that cannot be repaired or replaced, RDL shall have no further obligation under this Limited Warranty. At its sole discretion, RDL may offer a comparable replacement product or upgrade at then-current pricing or other commercially reasonable accommodation, but shall have no obligation to do so.

Obtaining Warranty Service

Prior to returning any product, the customer must obtain a Return Material Authorization (RMA) number from RDL. All RMA numbers are issued and processed by the RDL Technical Support department.

There are 2 methods of obtaining an RMA number:

Phone: (800) 933-1780

E-mail: service@rdlnet.com

Required Information for Obtaining an RMA Number:

- Original RDL PO Number (if available)
- Product Part Number
- Original Date of Purchase
- 3 Digit Date Code (printed label on product)
- Description of the Product Issue

Contact Information to Include:

- Contact Name
- Company Name
- Phone Number
- E-mail Address
- Complete Return Shipping Address (RDL is not responsible for lost shipments due to incomplete shipping address information)

Technical support will generate the RMA and an e-mail will be sent to the contact with return shipping instructions. Under certain circumstances, an advance replacement may be arranged.

Shipping Information

The customer or your company is responsible for shipping the suspected defective product to RDL; RDL will pay for the return GROUND shipping in the US or FedEx Priority for international customers.

Inspection of Returned Products

All returned products are subject to inspection and testing by RDL. If inspection determines that the reported failure is not covered under this Limited Warranty, the customer may be responsible for evaluation, repair, shipping, and handling charges. RDL reserves the exclusive right to determine whether any returned product is defective and whether the defect is covered under this Limited Warranty.

Exclusive Remedy

THE REMEDIES PROVIDED IN THIS LIMITED WARRANTY ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES. RDL'S TOTAL LIABILITY ARISING OUT OF OR RELATED TO ANY DEFECTIVE PRODUCT SHALL NOT EXCEED THE ORIGINAL PURCHASE PRICE PAID FOR THE PRODUCT.

Disclaimer of Warranties

EXCEPT FOR THE EXPRESS LIMITED WARRANTY SET FORTH HEREIN, RDL MAKES NO OTHER WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE. TO THE MAXIMUM EXTENT PERMITTED BY LAW, RDL DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT.

Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, RDL SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, SPECIAL, OR PUNITIVE DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO:

- Loss of profits;
- Loss of revenue;
- Loss of business opportunity;
- Loss of goodwill;
- Loss of use of equipment;
- Loss or corruption of data;
- Downtime or business interruption;
- Labor costs associated with installation, removal, troubleshooting, or reinstallation;
- Rental equipment costs;
- Damage to other equipment or property.

These limitations apply regardless of whether the claim is based upon contract, warranty, negligence, strict liability, or any other legal theory, even if RDL has been advised of the possibility of such damages.

Applicable Law

This Limited Warranty shall be governed by and construed in accordance with the laws of the State of Arizona, without regard to its conflict of law principles.

Entire Warranty

This document constitutes the entire warranty provided by Radio Design Labs with respect to its products and supersedes all prior warranties, representations, or understandings, whether written or oral. No distributor, dealer, reseller, representative, or employee is authorized to modify or extend this Limited Warranty without the express written approval of Radio Design Labs.