



Limited Product Warranty

Fleetwood Group, Inc. warrants its Reply® IQ Cordless Response System components for a period of two years from the date of manufacture for any material or workmanship defect in the product. This warranty does not extend to batteries or any product component that has been subjected to misuse, neglect, accidental breakage, improper installation, use outside of present guidelines, or alteration outside of our factory. Fleetwood Group, Inc. agrees to remedy, at the factory, any product defect, or at its discretion, replace any component or part of the product provided the owner complies with the following procedures:

- 1) The owner is to determine that the problem is not a faulty or improper connection with the personal computer or power source.
- 2) The owner will contact our Product Service Coordinator at

1-888-GO REPLY (467-3759)

To obtain a Return Material Authorization (RMA) number prior to shipping the product back to the factory.

- 3) The owner will send the defective component via prepaid freight to:

Fleetwood Group, Inc.
Electronics Division
Product Service Coordinator
11832 James Street
Holland, MI 49424

- 4) If the factory determines the defect is due to negligence or oversight on the part of the owner, the owner will be invoiced for the cost of the repair.