

# THOR SYSTEMS INC. SUPPRESSION WARRANTY



## THANK YOU

THOR SYSTEMS, INC. would like to thank you for purchasing our products. Please complete and return the Warranty Registration Card attached below in order to validate the limited warranty provided with this SPD/TVSS product and to identify you as the original purchaser/end user entitled to the warranty.

## SUPPRESSION WARRANTIES

THOR SYSTEMS, INC. warrants to the original purchaser/end user that this Surge Protective Device (SPD/TVSS), *if purchased and used solely in the continental United States*, will be free from defects in materials and workmanship for the LIFE OF THE ORIGINAL INSTALLATION. During such warranty period, THOR SYSTEMS will not charge the original purchaser/end user to repair or replace the product, or a part or component therein (with the same or a similar product, part or component) at THOR SYSTEMS' option, any product, part or component which proves to have a defect in materials or workmanship, provided the product, part or component is returned prepaid, at the cost and expense of the purchaser/end user, to THOR SYSTEMS, INC.'S manufacturing facility in Richmond, Virginia. All costs and expenses incurred in connection with the removal, shipment, handling and reinstallation of the repair or replaced product, part or component, as well as diagnosis, shall be borne by the purchaser/end user. A Return Material Authorization (RMA) number must be obtained from the Company's customer service department before returning any products.

At the request of the purchaser/end user, and *at the cost and expense of the purchaser/end user* (at our currently published rates, portal-to-portal), and with reasonable expectation of payment, THOR SYSTEMS, INC. will: (a) provide assistance in the diagnosis, removal, and reinstallation of a repaired or replaced product, part or component; (b) undertake to repair or replace any product, part or component at a location other than THOR SYSTEMS' manufacturing facility in Richmond, Virginia.

The foregoing warranties shall not apply unless a Warranty Registration Card is completed and returned via mail, fax, or email to THOR SYSTEMS, INC. within thirty (30) days of the date of purchase. The foregoing warranties shall not apply if the product, or any parts or components, are modified, tampered with, misused, misapplied, or subjected to abnormal working conditions (including, but not limited to, water or other overexposure).

THESE WARRANTIES DO NOT GUARANTEE UNINTERRUPTED SERVICE. REPAIR OR REPLACEMENT AS PROVIDED UNDER THESE WARRANTIES ARE THE EXCLUSIVE REMEDY OF THE PURCHASER/END USER. THESE WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE: ALL OF WHICH ARE HEREBY EXCLUDED AND EXPRESSLY DISCLAIMED. THOR SYSTEMS, INC. SHALL IN NO EVENT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY KIND OR CHARACTER, INCLUDING, WITHOUT LIMITATION, LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, LOSS OF DATA OR USE, DAMAGE TO EQUIPMENT AND CLAIMS AGAINST THE PURCHASER/END USER BY ANY THIRD PERSON, EVEN IF THOR SYSTEMS, INC. HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THOR SYSTEMS, INC.'S TOTAL LIABILITY ON ANY CLAIM MADE AGAINST IT SHALL NOT IN ANY EVENT EXCEED THE PURCHASE PRICE PAID TO THOR SYSTEMS, INC. FOR THE DEFECTIVE PRODUCT.

Thank you for purchasing a THOR SYSTEMS, INC. product. To help us better serve you, complete and return this REGISTRATION CARD. Simply fill out the information below and mail or fax to 804.355.8900 (toll-free 866.993.8900).

Name	<b>[MODEL NO.]</b>  <b>[Serial No.]</b>		
Company Name			
Mailing Address			
City		State	Zip
Phone		Email Address	
Purchased through (Rep Agency)			
Product use:			
<input type="checkbox"/> Home <input type="checkbox"/> Business <input type="checkbox"/> Corp Offices <input type="checkbox"/> Government/Military			
<input type="checkbox"/> Educational Institution <input type="checkbox"/> Other _____			

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THOR SYSTEMS, INC.  
Atten: Service/Warranty  
3621 Saunders Avenue  
Richmond, VA 23227-4354