



## Warranty Information

Thank you for your SouthStar Systems purchase. We are confident in the quality of our products. The objective of our design specifications are to ensure product durability and years of worry-free use. Our Warranty further enhances the value of your purchase – you can feel secure in your decision to buy our Products.

### Standard Product Guarantee

Unless otherwise stated, SouthStar Systems provides a 1-year, comprehensive guarantee covering parts & labor. Extended warranties & maintenance agreements are available. If you are experiencing an issue with any of our products, please contact us with any questions or concerns for prompt and accurate assistance. We will repair or replace any product that has failed (in accordance with SouthStar System's Product Guarantee Guidelines) and will cover shipping costs (standard ground shipping) for delivery to you of the repaired/replaced item. This guarantee does not include defects or damage caused by improper installation or operation, accidents, fire, flood, wind, hail or other Acts of God, extraordinary impact, vandalism, riot or civil disorder, misuse, abuse, exposure to harmful fumes, vapors or chemical pollutants in the atmosphere or otherwise, and does not cover deterioration due to normal wear and tear. Unauthorized alteration or modification of any SouthStar Systems product will void this guarantee. Please email our Support Department at [support@southstarsystems.com](mailto:support@southstarsystems.com).

### Refunds

If you are unsatisfied with our products for any reason, let us know immediately. We offer a conditional, money-back guarantee. Our Returns & Refund Policy gives you (10) days to return the product for a refund (minus shipping). After (10) days, we cannot offer you a refund. We encourage our customers to try the product as soon as they receive the product to ensure it meets your needs.

To be eligible for a refund or exchange, all physical products must be packed in the original, unmarked packaging including any accessories, labels, manuals and documentation that shipped with the product. If the article(s) is returned unopened in the original box, we will offer you a refund based on your original payment excluding any shipping charges.

In some cases, only partial refunds are granted (if applicable):

- Products with obvious signs of use;
- Any article that is not in its original condition, is damaged or missing parts for reasons that are due to an error; and
- Any article returned more than 30 days after delivery.

If you have any questions, please contact **855-476-8221** or [support@southstarsystems.com](mailto:support@southstarsystems.com).

### Returns/Repair

All guarantee claims must be processed directly through SouthStar Systems. Damaged or defective products must be properly packaged and shipped back to SouthStar Systems. the guarantee request will be processed upon receipt. Shipping costs of repaired or replaced product are for standard ground shipping via SouthStar Systems' preferred shipping agent in the continental U.S. Expedited service is available for an additional fee, which is equal to the difference between SouthStar Systems' standard service and user's choice of expedited service and/or user's preferred service provider. Once you obtain your RMA, ship the product to our Service Center;

**SouthStar Systems**  
**Attn: RMA: xxxxxx**  
**125 Country View Dr., Suite 124A**  
**Roanoke, TX 76262 USA**