

## Warranty

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.

### Product Guarantee

SouthStar Systems provides a 1-year, comprehensive guarantee covering parts & labor. 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 to 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 call our Support Department at xxx-xxx-xxxx or [support@southstarsystems.com](mailto:support@southstarsystems.com) for further information or to obtain an RMA.

### Returns

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 System' 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 124  
Roanoke, TX 76262 USA



125 Country View Drive  
Suite 124  
Roanoke, TX 76262 USA

855-476-8221  
[sales@southstarsystems.com](mailto:sales@southstarsystems.com)

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