



NEW YORK - FLORIDA - CALIFORNIA

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#### **Warranty Information:**

Vertical Cable warrants its products to be free from defects in material and workmanship for (1) year from the date of original purchase. Unless otherwise stated, all products manufactured by Vertical Cable have a minimum 1 Year Limited Product Warranty. The warranty is issued to the original purchaser only and is not transferable.

This warranty is not transferable in any way at any time. If any failure to conform to this warranty becomes apparent during the warranty period, purchaser shall promptly notify and return such defective product to Vertical Cable (F.O.B. Vertical Cable at 3001 West Hallandale Beach Blvd. Suite A&B, Pembroke Park, FL 33009) together with proof of purchase to establish such claim after being given an RMA number by Vertical Cable. Products covered under this warranty must be purchased from an authorized Vertical Cable Distributor.

This warranty shall not apply to any damage or product or failure that is caused by condition beyond Vertical Cable's control, including but not limited to, misuse, neglect, accidental damage, improper installation or application, alteration, acts of God, or normal wear and tear. Vertical Cable shall not be liable for any costs or removal or installation. Vertical Cable's sole and exclusive obligation under this warranty shall be limited to repair or replacement of the defective item at Vertical Cable's discretion.

The express warranties herein contained are in lieu of any and all other warranties, expressed or implied, As to any matter whatsoever, and seller hereby disclaims such warranties, including, without limitation, any warranty relating to the design, quality or condition of the equipment, its merchantability, fitness, or capacity for any particular purpose, non-infringement, and warranties arising from course of dealing or usage of trade or any other matter.

Returns: A Return Merchandise Authorization (RMA) is provided to replace or refund defective equipment. Vertical Cable will do it's best to replace or refund the defective(s) items.

RMA's will not be issued for items that have been improperly installed, abused, or miss-handled. Vertical Cable may elect to not issue a RMA in the case of customer miss-order. Customer miss-ordered, unopened items may be eligible for an Authorized RMA within first 30 days of customer receiving product.

Vertical Cable does not provide an RMA for customer miss-ordered product. Authorized returns for refund or credit for non-defective items are subject to a minimum 20% restocking fee.

To apply for a return authorization number please fill out Vertical Cable's ONLINE RMA FORM. (RMA numbers are valid for 10 days after issuance). Items not received by Vertical Cable, Inc. within the 10-day RMA window may be denied a refund or credit. Replacements are shipped promptly upon receipt and testing of defective merchandise.

**Corporate Office: 3001 W. Hallandale Beach Blvd - Pembroke Park - Florida – 800.749.2447**  
**California: 26087 Jefferson Avenue – Murrieta, CA 92562 – 951.696.7772**  
**New York: 1073 Route 94, Unit 6 – New Windsor, NY 12553 – 845.391.8318**

**[www.verticalcable.com](http://www.verticalcable.com)**