

UltimateSupport: Warranty Details



In its commitment to uncompromising product quality, Ultimate Support Systems provides a Limited Lifetime Warranty on Ultimate Support Systems branded products. Ultimate Support Systems' warranty obligations are limited to the terms set forth as follows:

Ultimate Support Systems warrants product to be free from manufacturing defects under normal use for the limited life as defined by product obsolescence or seven (7) year period – whichever is longer from the date of retail purchase by the original end-user purchaser.

If the product is no longer manufactured by Ultimate Support Systems (obsolete), and qualifies for repair under the warranty program, the product will be replaced with the closest comparable product as determined by Ultimate Support Systems.

This warranty does not include damage to the product resulting from normal wear and tear, accident, misuse, improper installation or operation, or unauthorized repair or alterations.

The Limited Warranty does not apply to any non-Ultimate Support Systems products or sub-brands including JamStands by Ultimate Support even if packaged or sold with other products.

Should the product become defective within the warranty provisions, Ultimate Support will elect to repair or replace the product free of charge at our option, including free return postage, provided it is delivered prepaid to Ultimate Support Systems.

Ultimate Support Systems may elect to send original end-user new or refurbished customer-installable replacement product or parts.

Proof of purchase must be submitted with the returned product.

All products needing to be sent to Ultimate Support Systems, for repair or replacement must have a Return Authorization Number and will be returned to the sender un-repaired if one is not included. Please call Customer Support at 1-800-525-5628 for a Return Authorization Number and return instructions.

It is the sender's responsibility to pay for shipment to Ultimate Support Systems.

If the product is determined to fall under warranty, Ultimate Support Systems will pay for return shipping to the customer within the contiguous 48 states.

If a replacement product or part is provided, the original product or part becomes the property of Ultimate Support Systems.

Please note that should Ultimate Support Systems deem a product non-warranty, repair services or replacement parts may be available. Ultimate Support Systems will contact the sender with repair options.

For answers to any questions regarding warranty and service, please call Ultimate Support Systems Customer Support at [1-800-525-5628](tel:1-800-525-5628).

To the extent permitted by law, this warranty and remedies set forth above are exclusive and in lieu of all other warranties, remedies and conditions, whether oral or written, statutory, express or implied. As permitted by applicable law, ultimate support systems specifically disclaims any and all statutory or implied warranties, including, without limitation, warranties of merchantability, fitness for a particular purpose and warranties against hidden or latent defects. If ultimate support systems cannot lawfully disclaim statutory or implied warranties then to the extent permitted by law, all such warranties shall be limited in duration to the duration of this express warranty and to repair or replacement service as determined by ultimate support systems in its sole discretion.

No ultimate support systems reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

Except as provided in this warranty and to the extent permitted by law, ultimate support systems is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; or any indirect or consequential loss or damage howsoever caused including the replacement of equipment and property. The foregoing limitation shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions.

The Strength  of Innovation®