

HisKids.net Wi-Fi Family Radio • One (1) Year Limited Warranty

Please keep your box. It is important that the original carton and packing materials be used if a return is necessary, otherwise the warranty may be voided.

WARRANTY COVERAGE:

The warranty obligations of HisKids.net, a Michigan-based ministry, are limited to the terms set forth below: HisKids.net warrants this hardware product against defects in materials and workmanship under normal use for a period of ONE (1) YEAR from the date of retail purchase by the original end-user purchaser ("Warranty Period"). If a hardware defect arises and a valid claim is received within the Warranty Period, as its option, HisKids.net will either (1) repair the hardware defect at no charge, using new or refurbished replacement parts, or (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes the property of HisKids.net. Parts provided by HisKids.net in fulfillment of its warranty obligation must be used in products for which warranty service is claimed. When a refund is given, the product for which the refund is provided must be returned and becomes the property of HisKids.net.

EXCLUSIONS AND LIMITATIONS:

This Limited Warranty applies only to hardware products manufactured by or for HisKids.net that can be identified by the "HisKids.net" name or logo affixed to them. The Limited Warranty does not apply to any non-HisKids.net hardware products or software, even if packaged or sold together. Manufacturers or suppliers other than HisKids.net may provide their own warranties to the end user purchaser, but HisKids.net, insofar as permitted by law, provides products "as is". No HisKids.net reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. Software distributed by HisKids.net with or without the brand name (including, but not limited to system software) is not covered under this Limited Warranty. Refer to the licensing agreement accompanying the software for details of your rights with respect to its use. HisKids.net is not responsible for telephone fees or other charges imposed by a purchaser's internet service provider.

This Limited Warranty does not apply if, in the judgment of HisKids.net, the product fails due to damage from shipment, handling, storage, accident, abuse or misuse, or it has been used or maintained in a manner not conforming to product manual instructions, has been modified in any way, or has had the serial number removed or defaced. Repair by anyone other than HisKids.net or an approved agent will void this warranty. The maximum liability of HisKids.net under this warranty is limited to the purchase price of the product covered by the warranty.

Prior to returning any defective product, the end customer or the reseller from whom the end customer originally purchased the product must obtain a Return Materials Authorization (RMA) number from HisKids.net. All defective products should be returned to HisKids.net with shipping charges prepaid. HisKids.net will not accept collect shipments.

Except as specifically provided in this agreement or as required by law, the warranties and remedies stated above are exclusive and in lieu of all others, oral or written, express or implied. Any and all other warranties, including implied warranties of merchantability, fitness for a particular purpose and noninfringement of third party rights are expressly excluded. HisKids.net shall not under any circumstances be liable to any person for any special, incidental, indirect or consequential damages, including without limitation, damages resulting from use or malfunction of the products, loss of profits or revenues or cost of replacement goods, even if HisKids.net is informed in advance of the possibility of such damages.

Some countries, states and provinces do not allow the exclusion or limitation of incidental or consequential damages or exclusions or limitations on the duration of implied warranties or conditions, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary by country, state, or province.

HOW TO OBTAIN SUPPORT FOR YOUR HisKids.net Wi-Fi Family Radio

www.HisKids.net/solutions:

The support site of HisKids.net is your first resource for troubleshooting and other issues relating to your Wi-Fi Family Radio. It has the most up-to-date firmware, FAQs and product information. The frequently asked questions cover most supported issues you will encounter.

E-mail:

You may email our ministry service representatives at Solutions@HisKids.net or use the contact form at www.HisKids.net/contact. For the fastest service include details such as your serial number(s), service pack information, and serial firmware version from your configuration menu.

Standard Phone Support:

Basic technical support is provided with the purchase of your HisKids.net Wi-Fi Family Radio. This may consist of simple product configuration, checking the installation, and verifying network connectivity. If you do need phone support, please contact a customer service representative at 1 (800) 249-3417 Monday through Friday between 9am - 5pm Eastern Time.

Information Needed for E-mail and Phone Support

- E-mail Address
- Product Model
- Purchase Date
- Hardware Serial Number (required)
- Detailed Description of Problem
- RMA or RA Number (if applicable)