



CONTROLLER WARRANTY POLICY

SurePoint Ag Systems, Inc. (hereinafter referred to as "SurePoint") warrants the touchscreen controllers it manufactures to be free from defects in material or workmanship for a period of two (2) years from the date of purchase. This includes QuickDraw, Marksman, and SureBatch touchscreen controllers only and does not extend to additional system components.

SurePoint customers are required to validate the age of their product by providing proof of purchase which includes purchase date from the originating SurePoint dealer.

Warranty of SurePoint whole goods and/or parts applies only to material and workmanship. Misuse, misapplication, neglect, alteration, accident, normal wear, or acts of God affecting SurePoint products are not eligible for warranty.

WARRANTY CLAIMS: A warranty claim and request to return defective product(s) must be presented to the SurePoint Support Department, describing the defect in material or workmanship of the product(s). This claim may be made via phone, e-mail, fax, or written request. Claims for warranty of whole goods or parts must also include proof of date of sale of the product(s) to the original user.

The SurePoint Support Department will proceed in making a preliminary decision as to the eligibility of the claim for warranty consideration. After the SurePoint Support Department deems it necessary to proceed with warranty consideration, a determination will be made as to whether or not the original product needs to be returned to SurePoint. In the event a return is deemed necessary, a Return Materials Authorization (RMA) will be generated by the SurePoint Support Department. The defective product(s) in question must be sent, freight prepaid, within fourteen (14) days of the discovery of the product failure and initial warranty claim. Replacement product(s) may be sent to the selling dealer, directly to the customer, or picked up at the SurePoint facility. At the discretion of the SurePoint Support Department, replacement product(s) may be sent prior to, or after, the SurePoint Returns Department receives the defective product(s).

Any variation in the above procedure is at the sole discretion of the SurePoint Support Department.

SurePoint agrees to handle all warranty claims in a timely manner and will inform dealers of any revisions or modifications to the SurePoint Warranty Policy. Eligible warranty claims will be processed by SurePoint within sixty (60) days of receiving failed product(s).

If a warranty claim is found to be ineligible for warranty coverage, the SurePoint Support Department will be responsible for informing the dealer or end user in order to determine the course of action to be taken. SurePoint reserves the right to make changes in specification and design without notice and without incurring any obligations to owners of products previously sold.

Adopted 6/1/2024
Last Updated 6/1/24