

LIMITED PRODUCT WARRANTY

Premier Mounts proudly offers a Limited Product Warranty on all Premier Mounts branded products.

Premier Mounts warrants to the original purchaser and original end user that each Premier Mounts product purchased from an authorized Premier Mounts reseller will be free from defects in materials and workmanship for the applicable warranty period identified in the Warranty Period Schedule below.

This Limited Warranty applies only to products purchased from authorized Premier Mounts resellers unless otherwise prohibited by applicable law. Premier Mounts reserves the right to deny warranty claims for products purchased from unauthorized sellers, including, but not limited to, unauthorized online marketplaces or internet resellers.

This Limited Warranty is non-transferable and applies only to the original purchaser and original end user of the product.

WARRANTY CLAIM PROCEDURE

To obtain warranty service, the reseller or original end user must notify Premier Mounts of the claimed defect within the applicable warranty period. Premier Mounts may require proof of purchase, the product serial number (if applicable), photographs of the claimed defect, and any additional information reasonably necessary to evaluate the warranty claim.

At Premier Mounts' sole discretion, the product may be required to be returned for inspection prior to warranty approval. If a return is required, the customer is responsible for all freight charges associated with returning the product to Premier Mounts.

If Premier Mounts determines that the returned product is not defective, that the reported condition is not covered under this Limited Warranty, or that the product has been damaged due to a condition excluded from warranty coverage, the product will be returned to the customer at the customer's expense. Premier Mounts reserves the right to assess reasonable inspection, testing, repair, handling, and return shipping charges for products determined to have **No Fault Found (NFF)** or otherwise not covered by this Limited Warranty.

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EXCLUSIVE REMEDY

If Premier Mounts determines that a product is defective in materials or workmanship during the applicable warranty period, Premier Mounts will, at its sole discretion:

- Repair the defective product;
- Replace the product with a new or refurbished product of the same model or a functionally equivalent successor product that provides equal or greater performance; or
- If repair or replacement is not commercially practical, provide an alternative remedy, including a credit, as determined by Premier Mounts.

Replacement products may be new or refurbished and may be the same model or a functionally equivalent successor product. Due to product updates, revisions, or product discontinuation, replacement products may differ in appearance, design, features, or model number from the original product but will provide substantially equivalent or greater functionality and performance.

Premier Mounts will pay the standard ground freight charges to ship the repaired or replacement product to the customer.

Repair, replacement, or any other remedy provided by Premier Mounts under this Limited Warranty constitutes the customer's sole and exclusive remedy for any claim arising under this Limited Warranty.

WARRANTY EXCLUSIONS

This Limited Warranty does not cover damage, failures, or defects resulting from causes other than defects in materials or workmanship, including, but not limited to:

- Misuse, abuse, negligence, accidental damage, or excessive force.
- Improper installation, improper application, improper operation, or failure to follow installation instructions.
- Use beyond the product's rated load, capacity, electrical specifications, or other published operating limitations.
- Use of an incorrect, modified, or unauthorized power supply, improper voltage connection, or electrical overstress.
- Improper storage or exposure to water, liquids, moisture (for products not specifically designed for outdoor or wet environments), battery leakage, fire, flood, natural disasters, or other environmental conditions.

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WARRANTY EXCLUSIONS (CONT.)

- Repairs, modifications, or the use of parts or accessories not manufactured, supplied, or approved by Premier Mounts.
- Improper or inadequate maintenance.
- Normal cosmetic wear and tear, including rust, corrosion, fading, discoloration, or other natural deterioration that does not affect product performance.
- Corrosion or rust resulting from scratched, chipped, damaged, or otherwise compromised painted or protective surfaces.
- Damage caused by environmental conditions, including wind-blown sand, salt air, chemical exposure, industrial pollutants, or other corrosive airborne contaminants.
- Outdoor use of products not specifically designated for outdoor applications.
- Wall or ceiling mounts that have been removed from and reinstalled after their original installation.
- Products with altered, removed, or illegible warranty labels, serial numbers, or other identifying markings on electronic products.

The foregoing exclusions are intended as examples only and are not an exhaustive list of all circumstances that may void this Limited Warranty.



LIMITATION OF LIABILITY

To the fullest extent permitted by applicable law, Premier Mounts shall not be liable for any indirect, incidental, consequential, special, exemplary, or punitive damages, including, without limitation, loss of profits, loss of business, loss of revenue, loss of use, or business interruption arising from the use of, or inability to use, any Premier Mounts product, even if advised of the possibility of such damages. Except as expressly stated in this Limited Warranty, Premier Mounts makes no other warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose. To the extent such implied warranties cannot be disclaimed under applicable law, they are limited in duration to the applicable warranty period stated herein.

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RETURN MERCHANDISE AUTHORIZATION (RMA) PROCEDURES

All product returns require prior authorization and a Return Merchandise Authorization (RMA) number. To obtain an RMA, contact Premier Mounts Customer Care at (800) 368-9700.

Products returned without a valid RMA number may be refused and returned to the sender at the sender's expense.

If a product is defective or was shipped incorrectly due to an error by Premier Mounts, Premier Mounts will, at its sole discretion, either:

- Issue a full credit to the customer's account; or
- Ship a replacement product.

If a product is returned because it was ordered in error, is no longer needed, or is otherwise non-defective, the customer is responsible for all return freight charges.

All returned products are subject to inspection upon receipt. To qualify for credit, the product must be returned in **new, unused, and resalable condition**, including all original components, hardware, packaging, installation manuals, and any other materials originally included with the product. The original packaging must be in **good condition, factory sealed (where applicable), and suitable for resale**. Returns that do not meet these requirements may be denied or subject to additional charges.

Unless otherwise specified in a separate written agreement, all approved returns are subject to the following restocking fee:

RESTOCKING FEE

- **0–30 days from the Premier Mounts invoice date:** 15% restocking fee

The return eligibility period is calculated from the date Premier Mounts invoices the reseller. Return requests submitted more than **30 days after the invoice date** will not be approved.

An issued RMA is valid for **30 days** from the date of issuance. Unless otherwise agreed to in writing, approved returns must be received by Premier Mounts within 30 days of the RMA issuance date.

NON-RETURNABLE PRODUCTS

The following products are not eligible for return:

- Custom-manufactured products
- Special-order products manufactured or configured for a specific customer
- OEM and private-label products

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+ RESTOCKING FEE (CONT.)

Premier Mounts reserves the right to make the final determination regarding product condition, return eligibility, and applicable credits or fees following inspection of the returned product.

+ WARRANTY PERIOD SCHEDULE

The warranty period for each Premier Mounts product begins on the date Premier Mounts invoices the authorized reseller, unless otherwise specified in writing by Premier Mounts. The applicable warranty period is shown below.

PRODUCT TYPE	WARRANTY PERIOD
ARTICULATING MOUNTS	LIMITED LIFETIME WARRANTY
COR SERIES WALL MOUNTS	5-YEAR LIMITED WARRANTY
PRO SERIES WALL MOUNTS	LIMITED LIFETIME WARRANTY
CARTS & STANDS	LIMITED LIFETIME WARRANTY
CARTS & STANDS (PSD-ROO)	5 YEAR LIMITED WARRANTY
PROJECTOR MOUNTS	LIMITED LIFETIME WARRANTY
SYMMETRY MOUNTS	LIMITED LIFETIME WARRANTY
LMV SERIES MOUNTS	LIMITED LIFETIME WARRANTY
POINT OF SALE PRODUCTS (PPS-PTM & PPS-PTB)	1 YEAR LIMITED WARRANTY
OUTDOOR / ALL WEATHER MOUNTS	5 YEAR LIMITED WARRANTY
CONVERGENT DVLED MOUNTS	3 YEAR LIMITED WARRANTY
CUSTOM & SPECIAL MADE PRODUCTS	1 YEAR LIMITED WARRANTY
ACCESSORIES (NON ELECTRICAL)	LIMITED LIFETIME WARRANTY
ACCESSORIES (ELECTRICAL) includes but not limited to GB-AVSTOR3 / 4 /5 and In-Wall Cable and Component Power Boxes.	5 YEAR LIMITED WARRANTY

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