



All products made or sold by Falcon Wireless are covered by a three-year manufacturer's warranty with certain exclusions as noted below. Products covered by a three-year warranty include BlackBox, (excluding the Pocket radio), Hytera DMR radios, Maxon/TecNet, and N2W. Inovonics, Nextel, TeamTalker (TalkPod) and US Alert products are covered by a two-year warranty. CS Series radios, Falcon Wireless, products (See info4u.us/saso.pdf), and Ritron are covered by a one year warranty. During the warranty term, defective products will be repaired or replaced within 30 days or less for correction of any manufacturing defect or component failure.

Products manufactured or sold by Falcon Wireless are guaranteed to meet the manufacturers published specifications and applicable FCC approval standards for use in the USA. No product sold by Falcon Wireless is guaranteed to satisfy any condition of user expectations, fitness of purpose, system coverage, outside network issues, interference, nor any lack of satisfaction resulting from programming based on information provided by customer, or programming performed by the user. FCC licensing and/or local compliance issues are the responsibility of the user.

This warranty covers all repairs or replacements required to correct any failure of products sold by the manufacturers referenced above with the exception of antennas, accessory cables, batteries, buttons, clips, covers, damage caused by abuse, housings, knobs, LCD displays or programming if applicable. Batteries are covered by a one-year warranty. Non-warranty repairs are covered by a 90-day warranty.

It is the user's responsibility to ship defective equipment at user expense after receiving a Return Material Authorization (RMA) from the applicable manufacturer (See above). Call Falcon Wireless at 205.854.2611 for all Falcon Wireless manufactured products or for the phone number and shipping address products made by others and sold by Falcon Wireless. Return shipping is prepaid by the applicable manufacturer. The repair or replacement is made by the manufacturer of the specific product.

On-site service calls and/or loaner equipment is not included as a part of this warranty. However, we do offer a variety of custom maintenance programs to suit your individual requirements. For additional information, call 205.854.2611.

Returns and refunds are subject to the following conditions. Equipment returned within 30 days after receipt can be returned subject to prepaid return shipping and a 25% restocking fee if returned in original condition in undamaged packaging with all documentation included. Returns of equipment in original condition after 45 days, but less than 60 days shall be subject to a 40% restocking charge. No returns will be accepted without a Return Material Authorization (RMA).

Any disputes outside the terms of this warranty shall be subject to the laws of the State of Alabama.

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