

# Terms of Use & General Conditions

Welcome to the Internet site of Terrano LLC. ("Terrano").

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By using any Terrano Site you confirm your agreement to these Terms of Use & General Conditions.

Terrano may modify these Terms of Use & General Conditions at any time by updating this posting.

## Shipping and Delivery

### Online Orders

Our online store accepts PayPal, Visa, MasterCard, American Express and Discover credit cards processed by PayPal. Only 1 payment method will be accepted per order.

When you place your order, we will place a pending authorization charge on your credit card. The actual charge will process when your package ships to you.

### Where We Ship

We will ship virtually to any destination within the U.S. Online orders must be shipped to a physical street address and not to a P.O.Box.

For other shipping options including international deliveries please check please check other sellers of our products who may ship internationally

### Shipping Options

We choose the most cost-effective shipping carrier based on your delivery requirements. The current options for shipping in the U.S. are:

Ground shipping (2–5 business days): \$8

2nd business day (2–3 business days): \$18

Next business day (1 business day): \$28

If you are shipping to Alaska or Hawaii, you may not select the 2–5 business days option. Shipping charges are subject to applicable sales tax.

## Limited Warranty

### One-Year Consumer Limited Warranty

Terrano LLC (“Terrano”) hereby grants the following warranty terms to end-users of the Terrano-X communication system (the “Product”).

Your Product is warranted to be free from defects in materials or workmanship for one year from the date of purchase (proof of sales slip required). Within this period, Terrano will, at its sole option, repair or replace any components that fail in normal use. Such repairs or replacement will be made at no charge to the end-customer for parts or labor, provided that the customer shall be responsible for any transportation cost back and forth. This warranty does not apply to: (i) cosmetic damage, such as scratches, nicks and dents; (ii) consumable parts, such as batteries, unless product damage has occurred due to a defect in materials or workmanship; (iii) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; (iv) damage caused by service performed by anyone other than Terrano or a non-authorized third party; or (v) damage to a Product that has been modified or altered without the written permission of Terrano, or (vi) damage to a Product that has been connected to power and/or data cables that are not supplied by Terrano. In addition, Terrano reserves the right to refuse warranty claims against Products or services that are obtained and/or used in contravention of the laws of any country. This Product is intended to be used only as a communication system and must not be used for any other purpose

THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE.

IN NO EVENT SHALL TERRANO BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES FOR ANY TRAFFIC FINES OR CITATIONS, WHETHER RESULTING FROM THE USE MISUSE OR INABILITY TO USE THE PRODUCT OR FROM DEFECTS IN THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

Terrano retains the exclusive right to repair or replace (with a new or newly overhauled replacement product) the device or software or offer a full refund of the purchase price at its sole discretion. SUCH REMEDY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY.

To obtain warranty service, email Terrano's Product Support for shipping instructions and an RMA tracking number. Securely pack the Product and a copy of the original sales receipt, which is required as the proof of purchase for warranty repairs. Write the tracking number clearly on the outside of the package. Send the device, freight charges prepaid, to Terrano warranty service..

**Online Auction Purchases:** Products purchased through online auctions are not eligible for rebates or other special offers from Terrano warranty coverage. Online auction confirmations are not accepted for warranty verification. To obtain warranty service, an original or copy of the sales receipt from Terrano LLC or from an authorized original retailer is required. Terrano will not replace missing components from any package purchased through an online auction.

## Obtain Warranty Service in 2 Easy Steps

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### Get an RMA Number

Email Product Support to request a RMA number. You will need the device serial number (if applicable), a return shipping address and a daytime phone number.

Email: [Support@terrano.com](mailto:Support@terrano.com)

②

Send us the Device

Along with the RMA number, Product Support will give you a dock number to include in the shipping address. Ship the device (insured) to the following address. It is very important to include your RMA number and the assigned dock number.

Terrano LLC. , 1205 Parkway View Drive, Pittsburgh, PA 15205

RMA Number: (insert your RMA number here)

## Export Control

The United States and certain other countries control the export of products and information. You agree to comply with such restrictions and not to export or re-export the Products to countries or persons prohibited under export control laws. You are responsible for compliance with the laws of your local jurisdiction regarding the import, export, or re-export of the Product.

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## General

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